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## Index

# to the Government of Ontario 1979/80

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Ontario

Ministry of Citizens'  
Culture and Inquiry  
Recreation Bureau

Hon. Reuben C. Baetz  
Minister  
Douglas Wright  
Deputy Minister

B621 10/79 5500

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## Citizens' Inquiry Bureau

If you have any comments or suggestions about the KWIC INDEX or if after using it you are still unable to find a source of information or service in the Ontario Government, call or write to:

Citizens' Inquiry Bureau  
Ministry of Culture & Recreation  
77 Bloor St. West, 6th Floor  
Toronto, Ontario M7A 2R9  
Tel (416) 965-3535

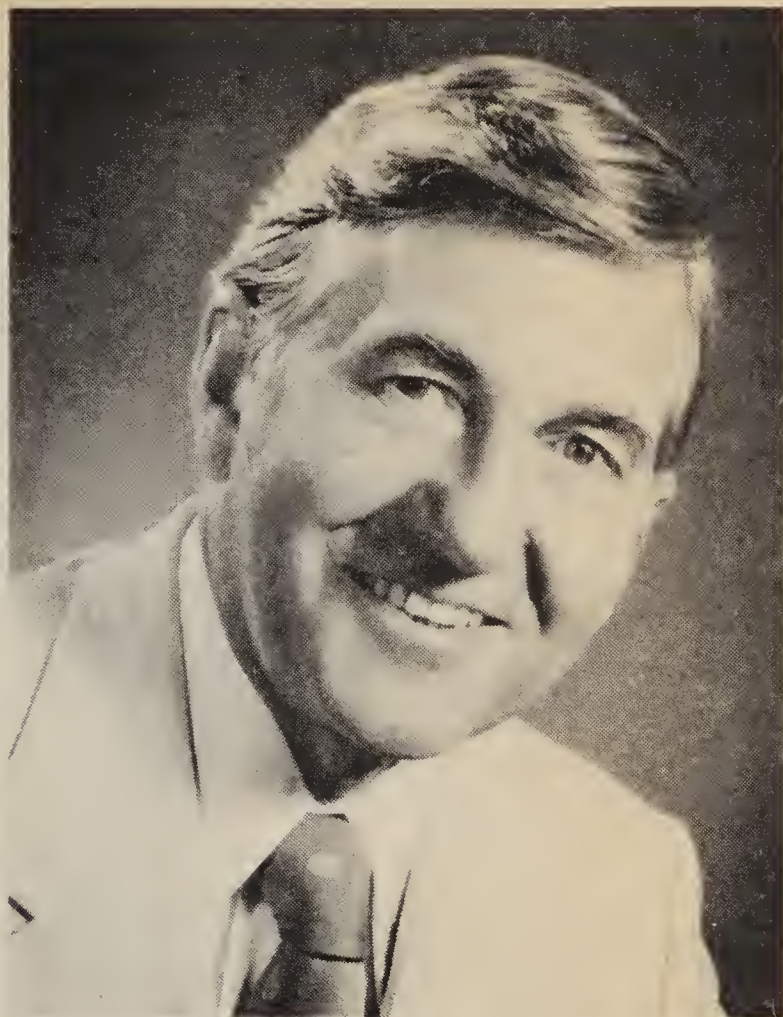
## Foreword

The KWIC INDEX TO THE GOVERNMENT OF ONTARIO is a fast, comprehensive reference to the programs and services of the Ontario Government. If you take a few minutes to read "Tips on Using the KWIC INDEX" on page vi, you will find some useful information about how to use the book. Information is organized under simple headings or "key words" most commonly used by the public in their day-to-day dealings with the government.

The KWIC INDEX is widely used by ministries and agencies of the Ontario Government to help provide good public service. Other users include elected officials and their constituency offices, libraries, community information centres and private industry.

We are grateful to all ministries, agencies and commissions for their cooperation in supplying information about their programs and to the many users of the previous editions for their useful suggestions.

I encourage you to contact the Citizens' Inquiry Bureau with your comments or suggestions for future editions of the Index.



A handwritten signature in black ink, reading "Reuben C. Baetz". The signature is stylized with a large, sweeping initial 'R' and a long, horizontal flourish at the end.

Hon. Reuben C. Baetz  
Minister of Culture & Recreation



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## Tips on using the KWIC Index

The KWIC INDEX gets its name from the Key Word In Context computer system on which it is based.

### Purpose

The Index guides users to the correct source of information or service in the Ontario Government. See page ix for other sources of information. Each entry is a brief but complete description of a branch or agency's activities but does not include specifics on a program. These should be obtained directly from the branch or agency.

### How To Use the Index

1. Identify your area of interest, for example, you are starting a retail business and would like to get a vendor's permit for retail sales tax purposes.

2. Look for the key word that tells you about the subject, e.g. Retail Sales Tax. Under this key word is the description and telephone number of "Revenue Retail Sales Tax Br." Had you chosen "Vendor's Permit" as your key word, you would have found the same information.

3. If you can't find your key word, consult the "Key Word Index" on page xvii which alphabetically lists all key words used by the Index.

4. Let's take another example to show that the Index provides information about over-all Ontario Government involvement with a subject. Farming, for example, is covered by these key words: Farm, Farm Income Stabilization, Farm Land, Farm Products. Under each key word are descriptions, arranged alphabetically by ministry, of branches dealing with different aspects of the subject.

Each entry begins with the Ministry name (abbreviated to conserve space) and Branch or Agency name. Refer to page xvi to identify these abbreviations. For easy scanning, a key word is printed in bold each time a distinct aspect is mentioned in the description.

To call the user's attention to another key word related to the subject at hand, "see also" references are used, e.g., "Debt, see also Credit". To control the vocabulary and size of the book, "see" references are used, guiding the user to the key word from a term not designated as such, e.g., "Cartography, see Maps" or "Discharging a Mortgage, see CCR Regional Property Registration".

Key words which are Government terminology whose meaning may not already be explained in the branch descriptions are defined, e.g., Correctional Institutions, Extended Health Care, Half-way Houses.

The user is reminded that the KWIC INDEX deals with Ontario Government information and services only. Involvement of other levels of government is indicated in limited cases, i.e., those key words about information and services frequently requested by the public such as Citizenship, Immigrants, Pensions.

Page headings function like those of a dictionary. On the left page the heading tells you the first key word on that page; on the right, the last.

### **Telephone Numbers, Addresses, Regional Offices**

Telephone numbers in the entries are in the 416 area code unless otherwise stated. Outside Metro Toronto consult your local telephone directory for Government of Ontario listings or refer to page 695 of this Index for a directory of regional, area and field offices. The directory is organized by Ministry, listing branches, agencies and institutions alphabetically by city or town. Where information is available on the area served by an office, this is indicated in parentheses at the bottom of each address.

The amalgamation of the Ministry of Colleges & Universities and the Ministry of Education was in process at the time of writing. If there is difficulty getting telephone numbers of programs affected by the amalgamation, contact the Ministry of Education's Central Services Branch, Information Services Section at 416 965-6407.

To write to an Ontario Government branch or agency in Metro Toronto, refer to page 798 for a listing of mailing addresses.

The KWIC INDEX does not concern itself with names of officials, individuals' telephone numbers nor street locations of offices in Queen's Park and Metro Toronto. This information is available from a companion reference, the Ontario Government Telephone Directory, published twice a year by the Ministry of Government Services. It is on sale at the Ontario Government Bookstore, 880 Bay St., Toronto M7A 1N8.

### **Ministerial Responsibility for Acts**

"Ministerial Responsibility for Acts" on page 785 lists Ontario legislation alphabetically by name of the Act. The Ministry or office responsible is indicated beside each Act. If you are not sure which branch administers an Act, contact the ministry's Information/Communications Branch or Legal Services Branch.

### **The Government Structure**

"Understanding the Government Structure" on page x tells you how the Government is organized. It provides brief descriptions of the over-all goals of each ministry.

In turn, all branches and agencies of each ministry are described in the Index, alphabetically by ministry name. Ministry of Agriculture & Food branches, for example, are found starting on page 14.

There are several categories of Ontario Government agencies, boards and commissions, or “special purpose bodies” as they are sometimes known.

Some bodies designed to serve a continuing function are created by specific Acts administered by the appropriate ministry to deal with the subject concerned. These are listed by ministry in the Index, e.g., Health Addiction Research Foundation. Some autonomous bodies are listed separately, e.g., Workmen’s Compensation Board but the description indicates the ministry through which they report to the Legislature.

Under the Public Inquiries Act, the Legislature authorizes Cabinet to appoint one or more individuals as a Commission or Royal Commission to inquire into a specific public concern. The Act governs methods and procedures used by the Commission, e.g., hearings, subpoena power. The Index lists a few long-term ones under “Commission” or “Royal Commission” such as Royal Commission on the Northern Environment.

Judicial Inquiries may be appointed under Specific Acts to examine special legal circumstances. Usually short-term, these bodies are not included in the Index. The Queen’s Park Switchboard can provide the address and phone number for a current Inquiry.

Advisory Committees and Task Forces are appointed by a Minister if empowered by the Ministry Act or by Order-In-Council to examine specific matters. We have listed the current ones by ministry, e.g., Cult & Rec Council on Franco-Ontarian Affairs. Those not reporting to a ministry are listed separately, e.g. Advisory Council on Senior Citizens.

Each session, under the Legislative Assembly Act, the Legislature appoints Select or Standing Committees to which specific matters are referred for examination. The Clerk of the Legislature, listed under “Clerk’s Office,” can answer inquiries about these Committees.

## Other Sources of Information

Community Information Centres and Public Libraries constitute other sources of information in the community.

**Ministry of Northern Affairs**

Community Service Offices serve as a contact point for government in northern communities.

### Community Information Centres

There are about 60 Community Information Centres in Ontario. Each Centre provides its local public and other organizations with one number to phone for information about services and resources locally available.

Directions to and information about all levels of government, as well as local agencies, groups and activities, is available from Centres. Consult your telephone directory or municipal office for the phone number of the Centre that serves you.

### Public Libraries

There are about 900 public library branches and other service points in Ontario. Staff inform the public on how to contact all levels of government, local agencies and resources in the community. They also provide access to government publications on their shelves and assist the public in related research. Consult your telephone directory under "Public Library" to find the branch serving your community.

### Ministry of Northern Affairs Community Service Offices

Community Service Offices located throughout Northern Ontario provide information service, referral and assistance on all Ontario government programs. Offices also help Federal government agencies service the North. They distribute publications and act as contact points for government agencies. See Appendix for list of offices.

# Understanding the Government Structure

The Ontario Government consists of the men and women elected to represent the people of the Province in the Legislature together with the public servants who put the legislators' policies into action.

## THE CABINET

Officially called the Executive Council, the Cabinet exercises the executive power of the Ontario Government. Cabinet comprises the Premier, the Provincial Secretaries of the three policy fields, Ministers directing ministries, Ministers without portfolio and the Chairman of Management Board of Cabinet.

## THE BASIC UNITS

The basic units of the government structure are the Ministries such as Education, Health, Environment and Labour, each responsible to a Minister in the Cabinet. There are also Agencies, Boards and Commissions, some of which are autonomous bodies that function outside the Ministries but at times report to the Legislature through a Cabinet Minister. These Agencies, Boards and Commissions are set up as advisory, regulatory, appeal or legal entities and are generally named Agencies or Boards, Advisory Committees or Councils, Corporations, Institutes, Foundations, Tribunals or Commissions.

The Ministries and some Agencies, Boards and Commissions are grouped into three common areas of interest called policy fields (Justice, Resources Development and Social Development). Some Ministries performing central-agency services for the whole Ontario Government do not fall under a policy field. These are Government Services, Intergovernmental Affairs, Revenue, Treasury & Economics and Civil Service Commission.

The work within a policy field is coordinated by a different kind of Cabinet Minister — the Provincial Secretary.

The Provincial Secretaries, supported by small secretariats in each field, are responsible for relating policies and priorities that cut across the traditional lines of departmental organization. This allows Ministries and Agencies to share problems and coordinate courses of action.

Provincial Secretaries guide rather than direct the approaches to the areas of government concern within their policy fields. In Cabinet they sit as equals with colleagues who head Ministries with program responsibilities.

In turn, the policy fields report to the Policy and Priorities Board of Cabinet, chaired by the Premier, which brings an over-all perspective to proposals being developed for consideration by Cabinet itself and eventually, the Legislature.

The Management Board of Cabinet reviews the implementation of new programs and the effectiveness of continuing operations of the Government.

## **POLICY FIELDS AND MINISTRIES**

### **Social Development Policy Field**

**The Ministry of Colleges and Universities.** When passed and proclaimed, Bill 19 (The Ministry of Education Act) will combine the Ministry of Colleges and Universities and the Ministry of Education. See The Ministry of Education for goals of the amalgamated Ministry.

**The Ministry of Community and Social Services** provides programs and services for children and their families, senior citizens, the handicapped (the disabled and those with physical, emotional or educational handicaps), the mentally retarded and those in financial need. It makes available various kinds of assistance to people in the above categories through local governments, private agencies and charitable organizations. The Ministry's involvement varies and may include funding, developing programs, setting guidelines, consulting, licensing and supervision.

**The Ministry of Culture and Recreation** encourages responsible citizenship through cultural and recreational development. Its programs relate to heritage conservation, arts support, sports and fitness, libraries and community information, citizenship and multiculturalism. The ministry supports a number of cultural, recreational and historical facilities and institutions.

**The Ministry of Education** ensures the provision of all education in Ontario, from kindergarten through to post graduate studies at the university level. The Ministry also provides correspondence courses and operates schools for the deaf, blind and handicapped. It is involved in skill training programs (including apprenticeship). The Ministry provides grants to the province's school boards and to the universities, community colleges, Ryerson Polytechnical Institute and the Ontario College of Art. The Ministry is also responsible for the education and certification of elementary and secondary school teachers.

**The Ministry of Health** is responsible for ensuring the good health of the Ontario public by administering such programs as health insurance, care for the mentally ill, extended health care, home care services, the regulation of hospitals and nursing homes, drug benefit. The ministry operates psychiatric hospitals and medical laboratories and coordinates ambulance services.

## **Resources Development Policy Field**

**The Ministry of Agriculture and Food** is concerned with one of Ontario's most important industries, farming. Its programs include education and research, extension services to increase technical knowledge among farmers, marketing and rural development.

**The Ministry of Energy** develops and implements a provincial energy policy to ensure an adequate energy supply at a reasonable price and with acceptable impact on the environment. The ministry works closely with Ontario Hydro, the Ontario Energy Board and Ontario Energy Corporation.

**The Ministry of the Environment** is responsible for services designed to achieve four major objectives: control of contaminant emissions, establishment of environmental safeguards, management of water and waste, and development and maintenance of measures intended to restore and enhance Ontario's natural environment.

**The Ministry of Housing** is responsible for ensuring that provincial interests are reflected through a sound community planning framework and through facilitating the provision and maintenance of adequate, affordable housing.

**The Ministry of Industry and Tourism** serves to encourage the effective development of Ontario's industry, manufacturing and small business sectors; to increase their sales domestically and abroad; to search out new market opportunities; to encourage new technology; to identify key economic problems or opportunities and to assist in the development and promotion of Ontario's tourism industry.

**The Ministry of Labour** aims to advance the well-being of employees and employers by promoting the productive use of labour. Its programs are concerned with rights and responsibilities of the individual worker, rights and obligations of management and labour unions, ensuring health and safety in the workplace and improvement of the status of women employees. The Ontario Human Rights Commission and Workmen's Compensation Board report to the Legislature through the Minister of Labour.

**The Ministry of Natural Resources** manages Ontario's lands and waters to provide opportunities for outdoor recreation and resource development. It ensures adequate social and economic benefits are derived from resource development and manages publicly owned lands. Its range of programs covers such areas as hunting, fishing, mapping, Crown lands, mines, forests and parks.

**The Ministry of Northern Affairs** coordinates Government of Ontario services in Northern Ontario and provides residents easier access to and communication with Government. Its programs include community and regional development including townsites planning; supervision of air, water, road and rail transportation; construction of roads, highways and airports; telecommunications services in the north. The Minister of Northern Affairs is also a member of the other two policy field committees.

**The Ministry of Transportation and Communications** operates Ontario's highway system by performing design, construction and maintenance activities and provides subsidies to municipalities for road construction and maintenance. The ministry is also responsible for driver licensing and all aspects of motor vehicle licensing and safety. It represents the rights of Ontario citizens in the communications field and regulates telephone service under provincial jurisdiction.

### **Justice Policy Field**

**The Ministry of the Attorney General** directs and supervises the administration of justice in Ontario. Its programs include provision of Crown legal service before all courts in Ontario, legal services for the Government and its agencies, legislative services to cabinet ministers and members of provincial parliament, courts administration, guardian and trustees' services and the protection of the legal rights of Ontario citizens.

**The Ministry of Consumer and Commercial Relations** is responsible for programs that affect business and the consumer. These include licensing, registration and inspection of business establishments to promote a high level of ethical business conduct; licensing and inspection of technical and operational situations to ensure safety; registration of documents related to all aspects of real and personal property ownership. The ministry ensures a reasonable standard of decency in films shown in Ontario and controls the use and availability of beverage alcohol.

**The Ministry of Correctional Services** has jurisdiction over all adult offenders sentenced to terms of less than two years. Its services include care in correctional institutions, probation, parole supervision and assistance.

**The Ministry of the Solicitor General** contributes to the protection and security of society by law enforcement, maintenance of peace and order and protection of persons and property while ensuring individual freedom and rights. Its programs include supervision of the Ontario Provincial Police, the Ontario Police Commission, the Ontario Police Arbitration Commission, the Chief Coroner's Office, the Centre of Forensic Sciences and the Office of the Fire Marshal and Forensic Pathology.

**The following ministries and offices do not fall under any policy field. They perform central-agency services for the whole Ontario Government.**

**The Management Board of Cabinet** is not a ministry but a committee of cabinet ministers with a Chairman. It is responsible for coordinating the financial and administrative operations of the Government. It reviews ministry submissions including program proposals, annual estimates, new legislation and regulations as well as organizational changes. In these activities, the Board is supported by staff of the Management Board Secretariat.

**The Civil Service Commission** reports to the Chairman of Management Board. Through its major divisions, Staffing, Compensation and Staff Relations, the Commission is responsible for recruitment, classification, salary conditions and terms of employment in the Ontario Public Service.

**The Ministry of Government Services** is responsible for providing accommodation facilities and a wide range of goods and services in support of Ontario Government ministries and agencies. The Ministry is organized into three programs: Accommodation, Supply and Services, and Communications and Computer Services.

**The Ministry of Intergovernmental Affairs** is the province's chief contact with Ontario local governments. It is responsible for relations with the federal government, other provinces and external governments and agencies. It plans an integral part, along with the Premier's Office, in the formulation and discussion of the Canadian constitution.

**The Ministry of Revenue** administers the major taxing statutes of Ontario (such as The Corporations Tax Act, The Gasoline Tax Act, The Tobacco Tax Act, The Retail Sales Tax Act and The Land Transfer Tax Act). It conducts property assessment to provide the tax base for Ontario municipalities and administers two major income redistribution programs: the Ontario Tax Credit System and the Guaranteed Annual Income System (GAINS) for senior citizens. It also operates the Province of Ontario Savings Office.

**The Ministry of Treasury & Economics** recommends fiscal, economic and regional policies within the Ontario Government. Work is done on taxation and fiscal policy (including development of the provincial Budget), economic policy and analysis, regional economic development, provincial borrowing and accounting, and statistical information.

## **YOUR MEMBER OF PROVINCIAL PARLIAMENT**

Your MPP — the member of the Provincial Parliament elected to represent the constituency in which you live — is your principal link with the Government of Ontario.

MPPs participate in discussions, debates and vote in the Legislature and its committees, where policies are made into laws governing all of us. They bring to that task a knowledge of the needs and desires of people living in their areas.

The MPP is a channel of communication between individual citizens and their Government — not only through the periodic message of the ballot box, but in daily contacts with constituents.

To write to your MPP in Queen's Park, address your letter as follows:

Name of MPP  
Legislative Buildings  
Queen's Park, Toronto M7A 1A2

See the Appendix of this book for a directory of MPPs' Constituency Offices.

## Ministry Abbreviations

AG & FOOD	Ministry of Agriculture & Food
ATT GEN	Ministry of the Attorney General
CCR	Ministry of Consumer & Commercial Relations
CIV SERV	Civil Service Commission
COLL UNIV	Ministry of Colleges & Universities
COMM SOC	Ministry of Community & Social Services
CORR SERV	Ministry of Correctional Services
CULT & REC	Ministry of Culture & Recreation
EDUC	Ministry of Education
ENERGY	Ministry of Energy
ENV	Ministry of the Environment
GOVT SERV	Ministry of Government Services
HEALTH	Ministry of Health
HOUSING	Ministry of Housing
IND & TOUR	Ministry of Industry & Tourism
INTGOV AFF	Ministry of Intergovernmental Affairs
LABOUR	Ministry of Labour
NAT RES	Ministry of Natural Resources
NORAFFAIRS	Ministry of Northern Affairs
REVENUE	Ministry of Revenue
SOL GEN	Ministry of Solicitor General
TR & COMM	Ministry of Transportation & Communications
TREAS ECON	Ministry of Treasury & Economics

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**ABATEMENT**

Abatement, see Pollution

**ACCIDENTS**

416-965-4111

CCR, ELEVATING DEVICES BR inspects and licenses elevating devices including elevators, escalators, dumbwaiters, moving walks, platform lifts and ski lifts to ensure safety. Reviews and approves designs of new installations and major alterations. Investigates **accidents** and complaints of unsafe conditions or improper use of elevating devices. Registers contractors involved in maintenance and monitors their performance.

416-963-0501

CCR, MOTOR VEHICLE ACCIDENT CLAIMS FUND (MVAC) provides compensation to victims of **accidents** caused by drivers of uninsured, stolen and hit and run vehicles by administering the Motor Vehicle Accident Claims Act. Funds are received by: charging uninsured vehicle owners \$150 to register each vehicle; a \$1.00 annual assessment charged on every driver's licence issued; repayments by uninsured debtors for monies paid out on their behalf.

CCR, PRESSURE VESSELS SAFETY BR strives to minimize the loss of life and property arising from the operation of boilers and pressure vessels. Under the Boilers & Pressure Vessels Act (965-4121) and the Operating Engineers Act (965-4188), the branch ensures safety by reviewing boiler and pressure vessel designs and welding procedures, doing inspections during fabrication and installation, and periodically thereafter if vessel is uninsured. Inspects major repairs to all boilers and pressure vessels. Qualifies and issues licences to welders. Registers and classifies steam, refrigeration and compression plants and issues licences to their operators and operating engineers. Issues licences to hoisting engineers (crane operators). Investigates related **accidents**. Contact Queen's Park or regional offices listed in the Appendix.

416-965-7161

LABOUR, CONSTRUCTION HEALTH & SAFETY BR is concerned with protecting the occupational health and safety of employees in the construction industry, including work on buildings, streets, sewers, water mains, underground work, and work under compressed air. The Branch periodically inspects construction sites, investigates refusals to work under unsafe conditions, and investigates fatalities and serious **accidents**. Provides consultative services to all involved in the construction industry, e.g. labour, management, contractors, designers. Safety publications are available. Contact Queen's Park or district offices listed in the Appendix. See also Labour Mining Health & Safety Br, Labour Industrial Health & Safety Br.

416-224-1606

LABOUR, INDUSTRIAL HEALTH & SAFETY BR is concerned with protecting the occupational health and safety of employees in industry including the logging industry. (For the construction and mining industries, see Labour Construction Health & Safety Br and Labour Mining Health & Safety Br). This branch encourages employers and employees to assume primary responsibility for occupational health and safety programs by establishing Internal Responsibility Systems and consulting with them so problems are recognized and ongoing safety programs are established. Periodically inspects industrial establishments and logging sites; investigates refusals to work under unsafe conditions; investigates fatalities and serious **accidents**. Reviews plans for new buildings and alterations to existing ones to check occupational health and safety hazards. Head Office at 400 University Ave., 9th floor (965-

## 2 ACCIDENTS

4125) is responsible for overall program implementation. For inquiries contact district offices listed in the Appendix (In Metro Toronto, 224-1606).

416-965-1328

LABOUR, MINING HEALTH & SAFETY BR is responsible for the administration of the Mining Act and the succeeding legislation for mines, open pits, industrial quarries, metallurgical operations, and for sand, clay, shale and gravel pits to reduce hazards to safety and occupational health in the workplace. Periodically inspects these establishments; conducts air samples to ensure a safe working environment. Investigates refusals to work under unsafe conditions. Investigates fatalities and serious **accidents**. Consults with labour and management to increase their involvement in identifying and solving occupational health and safety hazards. Reviews and provides advice on pre-development plans of mining and metallurgical operations to check electrical, mechanical and occupational health and safety hazards before construction. Tests hoist cables and trains mine rescue personnel. Contact Queen's Park or district offices listed in the Appendix. See also Labour Construction Health & Safety Br, Labour Industrial Health & Safety Br.

416-248-3617

TR & COMM, OFFICE OF LEGAL SERVICES provides legal services for the ministry including advice on driver and vehicle matters (248-3131). See first entry under Legal Services for description of functions. Regional solicitors who deal primarily with property matters are located in the Operations Division regional and district offices in Toronto, (248-3074); London, (519-681-1441); North Bay, (705-472-7900) and Kingston, (613-544-2220). Insurance & Claims (248-3127) handles insurance claims against the Crown for injuries and property damage arising from **accidents** on provincial highways or involving government vehicles, as well as claims by the Crown for damage to highway property or government vehicles excluding OPP vehicles.

416-248-3548

TR & COMM, PROGRAM DEVELOPMENT BR determines regulatory program needs of drivers and private and commercial vehicles by conducting an annual evaluation of their performance. Develops new programs and strategies to meet Ontario's social, economic, environmental and technological needs. Establishes standards for drivers and vehicles. Negotiates licence-plate reciprocity agreements (commercial vehicles) with the United States and other Canadian jurisdictions and provides information and liaison on matters relating to government policies concerning the highway carrier industries. Manages the vehicle equipment approval program and investigates **accidents** in which condition of vehicles may have been contributory factor. Develops and modifies procedures for safety standards enforcement. Prepares drafts for proposed legislation and regulations.

416-248-7141

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Commercial Vehicles Operations & Safety Program studies: stability of vehicles, braking and handling including effects of mechanical and structural condition as related to operational performance and safety, impact of new vehicle standards and provincial highway regulations on safety, driver characteristics and commercial vehicles **accidents** data and statistics.

416-965-8851

WORKMEN'S COMPENSATION BOARD (WCB) administers the Workmen's Compensation Act. For employees disabled by work-related **accidents** or diseases the Act provides compensation (income), medical aid (payment of doctors' & hospital bills, etc.), rehabilitation services, awards for permanent disability & pensions for dependents of employees who die as a result of such **accidents** or diseases. Appeals on WCB decisions may be made under the Act.

The Board is entirely financed by employer assessments, which also underwrite the safety education programs of nine accident-prevention associations. The Board's head office is at 2 Bloor St. East, Toronto; its Hospital & Rehabilitation Centre is in Downsview. The board has a library (965-8725), films (965-8722), two information offices in Toronto & area offices in 12 other Ontario cities (listed in the Appendix). The WCB reports to the Legislature through the Minister of Labour.

## ACCOMMODATION

For accommodation (office space) services of individual ministries, see Administrative Services. For travel accommodation in Ontario, see Ind & Tour Tourism Marketing Br Ontario Travel.

416-965-2108

GOVT SERV, PLANNING AND DESIGN SERVICES BR provides construction and design services for Ontario Government capital, lease purchase and **accommodation** alteration projects including interior design consulting services, kitchen facilities and laboratory facilities. Also includes preparation of documents and inspection of work performed. Part of the interior design consulting function (965-6723) is cataloguing of original paintings and sculptures owned by the Government, commissioning works of art in Government buildings and restoration of these works of art where necessary. Provides technical assistance to other ministries in problems pertaining to construction, maintenance and operation of buildings and institutions. Responsible for general purpose **accommodation** planning for all Ontario government ministries and most special purpose bodies. Also responsible for research activities relating to the provision and management of **accommodation**.

416-965-2172

GOVT SERV, PROGRAM MANAGEMENT BR is responsible for the management of all **accommodation** projects of the Ontario Government. Ensures that all projects are completed on schedule, within the budget, and to the satisfaction of client ministries. Coordinates accommodation projects related to capital **accommodation**, land acquisition for capital projects, leasing, lease-purchase and **accommodation** alterations. Provides liaison for the Ministry of Government Services with all ministries and government agencies for all **accommodation** needs.

416-965-2155

GOVT SERV, REALTY SERVICES BR is responsible for the appraisal, negotiation and surveys required in the acquisition and sale of real estate for most ministries, including land required for construction programs. Appraises, negotiates and acquires leased **accommodation** (965-4777). Handles interim management of government property and disposes of such through sale or lease (965-2040). Assists employees of the Ontario Public Service transferred to other locations in Ontario in selling their homes under the Home Owner Employee Relocation Plan (phone: 965-3444). Maintains an inventory of government-owned land, buildings, leases and **accommodation** (965-6745).

## ACCOUNTANCY

416-965-2740

PROFESSIONAL ORGANIZATIONS COMMITTEE was formed in 1976 to study the administration of statutes dealing with certain professional and self-governing organizations in order to suggest legislation setting the legal framework within which these professions are to operate. The particular statutes being reviewed are Architects Act, Law Society Act (governing lawyers), Notaries Act (notaries public), Professional Engineers Act and Public Accountancy Act.

### ACCOUNTING

Accounting Branch in each ministry is responsible for general accounting functions including payroll and expense account services, accounts payable, and financial liaison with Management Board, the Provincial Auditor and other government ministries and agencies.

416-965-1159

AG & FOOD, ACCOUNTS BR is responsible for the ministry's **accounting** function. For a description of functions, see first entry under Accounting.

416-965-1291

ATT GEN, FINANCE & SERVICES BR, in addition to the usual financial management and **accounting** functions provides the ministry with administrative services. For descriptions of functions, see first entries under Administrative Services and Accounting.

416-963-0261

CCR, FINANCE & SYSTEMS BR provides all programs of the Ministry with financial management and **accounting** services such as payroll reconciliation, accounts payable, formulation of program estimates and branch budgets. Receives and processes all revenue received by the Ministry. Develops Ministry policies and procedures regarding financial control and management performance reporting systems. Provides service and professional advice to Ministry management on all facets of systems development and Electronic Data Processing.

416-965-5921

COLL UNIV, ACCOUNTS AND ADMIN SERVICES BR performs the **accounting** (965-9051) and administrative services (965-6426) functions for the ministry. **Accounting** includes processing and distribution of student awards and operating funds for post-secondary institutions, as calculated by the Student Awards and Institutional Accounting branches, respectively. For a description of accounting and administrative service functions, see first entries under Accounting and Administrative Services.

416-965-2371

COMM SOC, ACCOUNTS BR is responsible for the ministry's **accounting** functions. For a description of branch activities see first entry under Accounting.

416-750-3450

CORR SERV, ACCOUNTS Section is responsible for the ministry's **accounting** functions. For a description of section activities see the first entry under Accounting.

416-965-4832

CULT & REC, FINANCE BR provides the ministry with financial management and **accounting** services including payment of grants. For further description of functions, see first entry under Accounting. In addition the branch establishes ministry **accounting** and financial policy and handles pre-audit of financial transactions.

416-965-2611

EDUC, FINANCIAL MANAGEMENT BR, besides the normal functions of financial management (965-2611) and **accounting** (965-2612) (see first entry under **Accounting**) collects outstanding loans made under the Ontario Student Aid Loan Plan, a student aid program discontinued in 1964. Also collects fees for teachers' colleges and summer courses offered to teachers and for duplicates of students' transcripts and teachers' certificates.

416-965-6981

ENV, FINANCIAL & ADMINISTRATIVE SERVICES BR, in addition to the usual administrative services functions provides support services to ministry programs including

financial management and **accounting**. See first entries under Administrative Services and Accounting for descriptions of these functions. The branch conducts electronic data processing systems development and operations.

416-965-2153

GOVT SERV, FINANCE BR supplies the ministry with financial management services. For a description of functions, see first entry under **Accounting**.

416-965-5053

HEALTH, FINANCE AND ACCOUNTING BR provides financial information to management; establishes the Ministry's **accounting** policies; manages its payment systems and effects collection and refund of Ontario Health Insurance Plan premiums and other ministry revenue. Payment systems encompass payments to hospitals and related facilities, payments to physicians, practitioners and subscribers for care provided under the Health Insurance Act, payments for suppliers' goods and services, salaries and payments under special programs such as Homes for Special Care and Extended Health Care programs (965-1505) as well as the Ontario Drug Benefit Program (965-9337). For a description of **accounting** function see first entry under Accounting.

416-965-9762

HOUSING, FINANCE BR supplies the ministry with financial management services. For a description of activities see first entry under **Accounting**.

416-965-4303

IND & TOUR, FINANCE & SYSTEMS BR Estimates and Financial Reports Section coordinates multi-year plan and other related submissions. Develops internal financial information systems. Accounts Section (965-5296) is responsible for ministry's **accounting** services. For description of functions see first entry under Accounting. Systems Development Section (965-1873) develops and programs computer based applications for the ministry.

416-965-4085

INTGOV AFF, ACCOUNTS SERVICE is provided by the Accounts and Offices Services Branch of the Ministry of Treasury & Economics. For a description of this function, see first entry under **Accounting**.

416-965-4148

LABOUR, FINANCE BR supplies the ministry with financial management services. For a description of functions, see first entry under **Accounting**.

416-965-2761

NAT RES, FINANCIAL SERVICES BR, besides the financial management and **accounting** functions as outlined in the first entry under Accounting, is responsible for appropriations control, development of **accounting** and costing systems, financial and cost analyses, pre-audit controls and procedures. Prepares claims under federal-provincial agreements; controls collateral securities and collects records and reports on revenue from timber operations, sales and leases of Crown land, mining operations, provincial parks operations, fish and wildlife licences and sundry other cash receipts. For fish and wildlife (hunting) licences sale, see Nat Res Administrative Services Br or contact ministry regional or district offices (listed in the Appendix).

416-965-2907

REVENUE, ADMINISTRATIVE & FINANCIAL SERVICES BR. Administration Section (965-2907) provides the ministry with administrative services. For a description of functions see first entry under Administrative Services. Finance Section (965-1706) performs the

## 6 ACOUSTICS

financial management and **accounting** functions. For a description of activities see first entry under Accounting.

416-965-4425

SOL GEN, FINANCIAL SERVICES BR supplies the Ministry with financial services. For a description of functions, see first entry under **Accounting**.

416-248-3465

TR & COMM, FINANCIAL BR supplies the ministry with financial management and **accounting** services. For a description of functions, refer to the first entry under Accounting.

416-965-4085

TREAS ECON, ACCOUNTS & OFFICE SERVICES BR performs the **accounting** and office support functions for the Ministry of Treasury and Economics in addition to those of the Ontario Economic Council, Niagara Escarpment Commission, Ministry of Intergovernmental Affairs, Ministry of Energy, Ontario Energy Board, Ontario Energy Corporation, Management Board Secretariat and Civil Service Commission. For a description of functions, see first entry under Accounting.

416-965-5273

TREAS ECON, FINANCIAL INFORMATION & ACCOUNTING POLICY BR manages Ontario's requirements in overall government **accounting**, control & consolidated public and internal financial reporting. Specifically, it: maintains records of all Consolidated Revenue Fund transactions; prepares reports for use by the Treasurer before the Legislature, the public and the financial community, e.g., Public Accounts, prospectuses of debentures; operates Central Financial Information Systems by analyzing & consolidating data on revenues, expenditures, budgets, forecasts & statistics; provides all ministries/agencies with direction on financial transactions to ensure quality and comprehension of **accounting** & financial management policies; coordinates interministry effort on 'in-house' systems to ensure compatibility with Central Financial Information systems; provides expertise on all **accounting** and financial matters as referred by Management Board and all ministries/agencies; provides liaison with banking community.

## ACOUSTICS

Acoustics, see Env Pollution Control Br Noise and Tr & Comm Systems Research Acoustics.

## ACTS

Acts, see Legislation. See also Appendix for Acts administered by each ministry. To find out which branch administers an Act contact the ministry's Information or Communications Branch or Legal Services Branch.

## ADDICTION RESEARCH FOUNDATION

416-595-6100

HEALTH, ADDICTION RESEARCH FOUNDATION (ARF) conducts research and demonstration treatment, provides educational and consultative services, and publishes material in the field of alcohol and drug addiction. Information is available about various social services for people concerned with psychoactive drugs including alcohol. The library of the Addiction Research Foundation has an extensive collection of research reports, books and audio-visual material and is open to the public (Tel. 595-6144). Inpatient and outpatient treatment for alcoholics and drug addicts and abusers is available through the Clinical Institute (595-6021), an 80-bed research and teaching hospital affiliated with University of

Toronto. Regional ARF offices assist communities in the development of preventive and treatment services.

## ADMINISTRATIVE SERVICES

Administrative Services in each ministry include purchasing of goods and services, supply management, printing, duplicating and word processing services, mail and transportation services, records management, assets management, maintenance of policy and procedures manuals (e.g., Manual of Administration). The Administrative Services group provides liaison with the Ministry of Government Services to coordinate common services such as telephones, acquisition and design of office accommodation and purchasing of commonly used supplies. The group is also responsible for office safety supervision.

416-965-5961

AG & FOOD, MANAGEMENT SYSTEMS & ADMIN SERVICES BR supplies the ministry with **administrative services** including computer systems development and data processing. Also operates ministry library (965-1816). For further description of functions see first entry under Administrative Services.

416-965-5184

ATT GEN, COURTS ADMINISTRATION PROGRAM manages the Civil and Criminal courts in Ontario and is involved with the implementation of French language services in Ontario courts. Ensures provision of adequate **administrative services** to county, Surrogate Court and Supreme Court of Ontario offices, including direction to sheriffs and bailiffs, court registrars and clerks (965-1524). Manages small claims courts and provides direction to small claims courts bailiffs and clerks (965-7945). Manages provincial (criminal and family) court offices (965-0916). Provides courts and office accommodation planning (965-8453). Handles court reporting services (965-2399). Regulates appointments of justices of the peace, notaries public and commissioners of oaths or affidavits (965-2848).

416-965-1291

ATT GEN, FINANCE & SERVICES BR, in addition to the usual financial management and accounting functions provides the ministry with **administrative services**. For descriptions of functions, see first entries under Administrative Services and Accounting.

416-963-0396

CCR, ADMINISTRATIVE SERVICES BR supplies the ministry with **administrative services**. For a description of functions see first entry under Administrative Services.

416-965-1463

CIV SERV, ADMIN SERVICES BR provides and coordinates **administrative services** to the Civil Service Commission and also provides specified coordinated services on behalf of the Commission to the ministries. Program Analysis Section (965-5404) provides budgetary services through advice, audit, analysis and control. Personnel Data Systems Section (965-1401) provides technical advice & operational support on systems applications connected with service-wide personnel records. Manual of Administration Section (965-4768) edits, publishes and distributes manuals on policies of the Commission to **administrative services** branches of all ministries. Library (965-7096) maintains a reference source on personnel administration and management literature. Other sections in this branch are described under Civ Serv, Admin Services Br, Section Name.

416-965-5921

COLL UNIV, ACCOUNTS AND ADMIN SERVICES BR performs the accounting (965-9051) and **administrative services** (965-6426) functions for the ministry. Accounting includes

## 8 ADMINISTRATIVE SERVICES

processing and distribution of student awards and operating funds for post-secondary institutions, as calculated by the Student Awards and Institutional Accounting branches, respectively. For a description of accounting and administrative service functions, see first entries under Accounting and Administrative Services.

416-965-5006

COMM SOC, CAPITAL & ADMINISTRATIVE SERVICES BR provides technical expertise and consultative services to municipalities, Indian Band Councils and non-profit or charitable organizations that want to establish facilities for rehabilitation, residential and social services under various Acts administered by the ministry. Financial Section (965-9160) controls, processes and records transfer payments to municipalities, Indian Band Councils and charitable organizations for the establishment and renovation of facilities and maintains statistics on these facilities. The branch is responsible for the ministry's fire safety program. Contact regional, area and local offices listed in the Appendix. The branch operates the ministry library (965-2300) and supplies the ministry with **administrative services** (see first entry under Administrative Services for a description of this function). Advises ministry program managers on control of direct operating expenditures.

416-750-3501

CORR SERV, SUPPLY AND SERVICES BR coordinates purchasing (750-3433), inventory control, accommodation leasing and construction, renovations and maintenance in ministry offices and correctional institutions. For further information on the administrative services function, see first entry under **Administrative Services**.

416-965-7486

CULT & REC, ADMINISTRATIVE SERVICES BR provides office and other central **administrative services** for the Ministry and its agencies. For a description of this function, see first entry under Administrative Services. The branch is also responsible for the Ministry Resource Centre & Library. See Cult & Rec Resource Centre for a description of its functions.

416-965-6407

EDUC, CENTRAL SERVICES BR, Administrative Services Section (965-2308) provides Ministry branches with support services (see first entry under **Administrative Services** for description of functions). The branch operates ministry public information programs (as described in the first entry under Information Service), publishes 'Dimensions' which is distributed to all schools in Ontario (965-1230), and operates the ministry library (965-4583). Public information services include providing information on ministry programs such as the Heritage Language Program (provision by school boards of non-official languages instruction in addition to the regular school program), the French as a Second Language and French as a Minority Language programs.

416-965-6981

ENV, FINANCIAL & ADMINISTRATIVE SERVICES BR, in addition to the usual **administrative services** functions provides support services to ministry programs including financial management and accounting. See first entries under Administrative Services and Accounting for descriptions of these functions. The branch conducts electronic data processing systems development and operations.

416-965-9215

GOVT SERV, ADMIN SERVICES BR supplies the ministry with **administrative services**. For a description of functions, see first entry under Administrative Services. See also Govt Serv Admin Services Br Official Documents.

416-965-5051

HEALTH, SUPPLY AND SERVICES BR provides the Ministry with **administrative services** (see first entry under Administrative Services for description of functions). In addition, the Branch is responsible for the government pharmacy and medical stores (248-3084), microrecording service including health insurance microfilms (965-8242), the Ministry Library (965-7881), support services such as motor vehicle liability insurance, accident claims reports, motor vehicle licences, staff parking permits.

416-965-9713

HOUSING, SUPPLY & SERVICES BR supplies the Ministry of Housing, Ontario Housing Corporation and Ontario Mortgage Corporation with **administrative services**, including purchasing (965-9749). For a description of functions see first entry under Administrative Services. The ministry library (965-9720) is part of this branch.

416-965-4566

IND & TOUR, MANAGEMENT SERVICES BR provides the ministry with **administrative services**. See first entry under Administrative Services for a description of this function. Also provides the ministry with foreign language services (965-1587). Operates a library (965-3365) that has information on international trade, technology, tourism, small business, industry and related subjects. Permits access to its facilities for research purposes.

416-965-5420

INTGOV AFF, ADMINISTRATIVE SERVICE is provided by the Administrative Services Division of the Ministry of Treasury & Economics. For a description of this function, see first entry under **Administrative Services**.

416-965-6115

LABOUR, ADMIN OPERATIONS BR supplies the ministry with **administrative services**. For a description of functions see first entry under Administrative Services.

416-965-9489

LEGISLATIVE ASSEMBLY, ADMINISTRATIVE Office provides financial, personnel and associated **administrative services** for each Member of Provincial Parliament (MPP) and his or her staff, MPP's constituency offices (see list in the Appendix) and the various offices under the Office of the Legislative Assembly. Information and Tours Services (965-4028) conducts tours of the Legislative Building for school groups, associations and individuals. Art tours of the Macdonald Block are booked upon request. Provides information service to visitors on Ontario Travel and the Parliament Buildings and direction to various government offices. Bilingual guides are available. Food and Beverage Services (965-4340) includes Stewards Services (965-7651) which administers the Press Gallery Lounge and the Members Lounge, and the Member's Dining Room (965-2011) which offers MPPs facilities for luncheons, dinners, receptions.

416-965-5134

NAT RES, ADMINISTRATIVE SERVICES BR, besides the usual **administrative services** functions, operates a public service centre which serves the public through these units: Aerial Photo Unit (965-1123) which provides aerial photographs; Map Unit (965-6511) which provides topographical and geographical maps including canoe routes; Mines Publications Unit (965-1348) which provides publications on mining; and Hunting and Fishing Licences Sales (965-6512). Hunting and fishing licences are also available from ministry regional or district offices (listed in the Appendix) and some sporting goods stores. For a description of administrative service functions, see first entry under Administrative Services. The branch also provides information on frog, turtle & snake identification (965-5134).

416-965-2907

**REVENUE, ADMINISTRATIVE & FINANCIAL SERVICES BR.** Administration Section (965-2907) provides the ministry with **administrative services**. For a description of functions see first entry under Administrative Services. Finance Section (965-1706) performs the financial management and accounting functions. For a description of activities see first entry under Accounting.

416-965-7115

**SOL GEN, ADMINISTRATIVE SERVICES** provides the ministry with **administrative services**. For a description of functions, see first entry under Administrative Services.

416-248-3178

**TR & COMM, SUPPLY & SERVICES BR** provides the ministry with various services. Purchasing & Supply Office (248-3361) purchases government vehicles, construction, maintenance & operating supplies & equipment. Prepares manuals, publications, maps, e.g., Ontario road maps (248-3476) & photographs for ministry and public distribution; performs records management & has a reference library (248-3591). General Services Office (248-3853) runs a garage and instrument repair service; controls movable assets. Disposal Section (248-3725) holds auctions of government vehicles. Tenders Section (248-3651) advertises and supplies information on construction & supply contracts; conducts openings of tenders. Special Services Office (248-3364) provides **administrative services** including accommodation design; establishes sites for and inspects freeway service centres; provides Ministry telecommunication & remote airport directional systems. Graphic Services Office (248-3557) provides art, display, reproduction facilities.

416-965-5420

**TREAS ECON, ADMINISTRATION SERVICES DIVISION**, in addition to providing overall administrative direction and coordination for the Ministry of Treasury and Economics and the Ministry of Intergovernmental Affairs provides full **administrative services** to the following: Ministry of Energy, the Ontario Energy Board, the Niagara Escarpment Commission, the Ontario Economic Council, and except for personnel services, to the Civil Service Commission and to Management Board. For a description of functions, see first entry under Administrative Services.

## **ADOPTION**

416-963-0667

**ATT GEN, PROVINCIAL COURTS FAMILY DIV** deal with Domestic Law (support orders for men, women & children); Child Welfare Law (child welfare, **adoption** & protection for neglected children); & Juvenile Law (Juveniles, between 7 and 16 yrs); assaults between members of a family. For Chief Judge's office phone 965-3214. There is a court in each county, region or municipality. In the Judicial District of York the courts are: 311 Jarvis St., 963-0667; Scarborough, 755-9209; Etobicoke, 236-2553; North York, 226-5031 and Newmarket, 895-8661. Child welfare cases are commenced by the local Children's Aid Societies. The police usually lay juvenile delinquency charges but any person aggrieved criminally (e.g. property damage, trespass, assault) by juveniles may prefer a private complaint.

416-965-1687

**CCR, OFFICE OF THE REGISTRAR GENERAL** registers and records Ontario births, deaths, marriages and still-births. It also keeps **adoption**, divorces and name changes records. Statistics relating to births, deaths, marriages, divorce and still-births are compiled annually. Plastic, paper and certified photocopies of birth, death and marriage certificates are provided

to those entitled on application and payment of \$3.00 each. For correction of errors in registrations, contact Amendments Section, 965-2260. Under the Marriage Act certificates of registration are issued to people authorized to perform marriages in Ontario. Contact Marriage Office, 965-2026. Contact Office of the Registrar General or local municipal office for advice on registration of births or deaths.

**COMM`SOC, CHILDREN'S SERV DIV, CHILD WELFARE PROGRAM** funds, inspects and supervises Children's Aid Societies. Regional and area offices are listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943. Children's Aid Societies (CAS) develop programs and provide services to strengthen family life, protect children and prevent circumstances likely to lead to child abuse or neglect. Provide foster and group home parents or institutional care for children assigned or committed to their care; counsel unmarried mothers and their children; place children for **adoption** and provide follow-up counselling to help families adjust to **adoption**. Contact local CAS. Private adoptions require the services of a lawyer.

416-965-7683

**COMM SOC, CHILDREN'S SERV DIV, OPERATIONS** responsibilities include program coordination and supervision of the regions. Finance and Program Analysis Unit (965-0210) is responsible for province-wide functions such as aggregation of regional budgets (estimates) and support to regions in budget negotiations between municipalities and social agencies. Operational Support Br (965-1083) provides liaison with province-wide special interest groups; coordinates responses to contentious issues and certain province-wide administrative functions such as maintaining records of wards of training schools (965-4368). **Adoption** Coordinator (965-2802) coordinates provincial, national and international adoptions services and prepares syndicated newspaper column, Today's Child, as an **adoption** aid (965-6559). Child Abuse Coordinator (965-3130) coordinates Child Abuse Program listed separately in this index (see Comm Soc Children's Serv Div Child Abuse Program).

## ADULT EDUCATION

Adult Education, see Coll Univ College Affairs Br.

## ADULT TRAINING CENTRES

Adult Training Centres, see Correctional Institutions

## ADVERTISING

416-965-4728

**CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL** holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting **advertising**, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-965-4654

CCR, LIQUOR LICENCE BOARD OF ONTARIO (LLBO) issues, renews, transfers, suspends and revokes liquor licences for on-premise sale and consumption of alcohol, including special occasion permits. The Liquor Licence Board also regulates **advertising** for and inspects all licensed establishments. Age of Majority Cards are available on a voluntary basis to Ontario residents over 19. Application forms may be obtained from liquor stores and brewers retail outlets. For information on obtaining liquor licences call 965-4691; Age of Majority Cards, 965-4964; special occasion permits, 965-4675; **advertising**, 965-3450; inspections, 965-4666.

416-421-2462

CCR, THEATRES BR aims to maintain a reasonable standard of decency in films exhibited in Ontario theatres. Is responsible for censorship of videotape, 8mm, 16mm, 35mm, or wider films. Sets standards for, inspects and issues licences to theatres, drive-in theatres, film exchanges, videotape machines, 8mm and 16mm projectors. Issues licences to projectionists. Approves motion picture **advertising** and classification.

416-965-3255

IND & TOUR, COMMUNICATIONS DIV, ADVERTISING SECTION promotes tourism in Ontario through **advertising** in consumer media and travel trade publications. Also advertises industry and trade development in Ontario and abroad. Agency of Record purchases **advertising** print space and broadcast time for all ministries, boards and commissions of the Ontario Government. Government information communications program (Ontario 20) provides government information to ethnic or multicultural and non-urban communities through weekly newspapers, ethnic publications, radio and television.

416-248-3235

TR & COMM, MAINTENANCE BR, SIGNS & BUILDING PERMITS Section prepares policy and issues permits for **advertising** signs and buildings on roads and highways rights-of-way. Permits are issued by Operations Regional and District offices (see list in the Appendix). See also other entries under Tr & Comm Maintenance Br for other branch functions.

## ADVISORY COMMITTEE ON CONFEDERATION

416-965-2927

ADVISORY COMMITTEE ON CONFEDERATION, comprising representatives from various sectors of society, advises the Government through the Cabinet Committee on Confederation on: Ontario's place in Confederation and federal-provincial and interprovincial relationships, constitutional matters and means of promoting public awareness of our federal system and ways of improving it.

## ADVISORY COUNCIL ON MULTICULTURALISM

416-965-2324

ADVISORY COUNCIL ON MULTICULTURALISM consists of twenty-five members appointed by Order in Council who are regionally and ethnically representative of major ethnic cultures and populations in Ontario and have had previous experience related to multiculturalism. Council's role is to advise government on how the principles of multiculturalism may be better understood and put to practical use. The Council meets monthly and reports to the Provincial Secretary for Social Development.

**ADVISORY COUNCIL ON SENIOR CITIZENS**

416-965-2324

**ADVISORY COUNCIL ON SENIOR CITIZENS** consists of eighteen members appointed by Order in Council who are regionally representative of major areas in Ontario. Members have both professional and voluntary backgrounds in the field of aging. Council's role is to advise government on ways to improve the quality of life of senior citizens. General meetings of all council members are held monthly. The Council reports to the Provincial Secretary for Social Development. The Council produces a quarterly newsletter, 'Especially for Seniors', which is sent to Ontario senior citizens who receive the Old Age Security Pension.

**ADVISORY COUNCIL ON THE PHYSICALLY HANDICAPPED**

416-965-9537

**ADVISORY COUNCIL ON THE PHYSICALLY HANDICAPPED** consists of a chairman and twenty members appointed by Order in Council. Council advises the government on matters pertaining to the well-being of physically handicapped persons in Ontario. Promotes the development and creation of opportunities for self-help. Reviews current relevant policies involving education, employment, rehabilitation, income maintenance, health measures, programs on housing, transportation, recreation, guardianship and other related services. Council meets monthly. Reports to Legislature through the Provincial Secretary for Social Development.

**AERIAL PHOTOGRAPHS**

416-965-5134

**NAT RES, ADMINISTRATIVE SERVICES BR**, besides the usual administrative services functions, operates a public service centre which serves the public through these units: Aerial Photo Unit (965-1123) which provides **aerial photographs**; Map Unit (965-6511) which provides topographical and geographical maps including canoe routes; Mines Publications Unit (965-1348) which provides publications on mining; and Hunting and Fishing Licences Sales (965-6512). Hunting and fishing licences are also available from ministry regional or district offices (listed in the Appendix) and some sporting goods stores. For a description of administrative service functions, see first entry under Administrative Services. The branch also provides information on frog, turtle & snake identification (965-5134).

705-942-1800

**NAT RES, AVIATION & FIRE MANAGEMENT CENTRE** in Sault Ste. Marie operates a fleet of aircraft for forest fire detection and suppression, resources management, aerial surveys, **aerial photographs**, mercy flights, search and rescue missions and transportation. Organizes fire control planning and warden systems. Conducts provincial fire control operations, research and development of forest fire equipment and systems, and forest fire training and prevention. Establishes interprovincial agreements and cooperates with municipalities, railway and forest industries on forest fire prevention and control.

416-965-8411

**NAT RES SURVEYS & MAPPING BR REMOTE SENSING**. The Ontario Centre for Remote Sensing serves the provincial government by providing special-mission **aerial photographs** and interpreting air-borne and space-borne imagery. Provides remote sensing information to the public. See also other sections of this branch described individually.

## AFFIDAVITS

416-965-5184

ATT GEN, COURTS ADMINISTRATION PROGRAM manages the Civil and Criminal courts in Ontario and is involved with the implementation of French language services in Ontario courts. Ensures provision of adequate administrative services to county, Surrogate Court and Supreme Court of Ontario offices, including direction to sheriffs and bailiffs, court registrars and clerks (965-1524). Manages small claims courts and provides direction to small claims courts bailiffs and clerks (965-7945). Manages provincial (criminal and family) court offices (965-0916). Provides courts and office accommodation planning (965-8453). Handles court reporting services (965-2399). Regulates appointments of justices of the peace, notaries public and commissioners of oaths or **affidavits** (965-2848).

416-965-5741

GOVT SERV, ADMIN SERVICES BR, OFFICIAL DOCUMENTS Section prepares, records, searches, microfilms and makes copies of Ontario official documents, e.g., land patents. For details about land patents such as name of original patentee, date and description of property, contact Nat Res Lands Administration Br Titles Section (965-1319). Certifies notarized documents and **affidavits** that are sent abroad by the public for various purposes. Scrolls Office (965-5733) prepares congratulatory scrolls for Ontario citizens on the request of their Member of Provincial Parliament, to acknowledge 90th and succeeding birthdays, 50th and succeeding wedding anniversaries, or other significant accomplishments of individuals, municipalities and other organizations.

## AFFIRMATIVE ACTION

416-965-0564

LABOUR, WOMEN CROWN EMPLOYEES OFFICE acts as an internal consultant to Ontario government ministries and Crown agencies in developing, coordinating and monitoring **affirmative action** plans to upgrade the status of their women staff. The **Affirmative Action** Program of the Ontario Government operates under a directive and guidelines from Management Board of Cabinet to accelerate the rate of change in the status of women employees of the Ontario Public Service. The office provides impetus and technical advice to individual Deputy Ministers (program managers) and Women's Advisors (consultants). Prepares annual report on the status of women Crown employees. Reports regularly to Management Board on the progress of the corporate program which promotes equal opportunity for women employed in the public sector. For **affirmative action** activities by specific ministries and agencies contact ministry or agency Women's Advisor.

## AG & FOOD ACCOUNTS BR

416-965-1159

AG & FOOD, ACCOUNTS BR is responsible for the ministry's accounting function. For a description of functions, see first entry under Accounting.

## AG & FOOD AGRIC LICENSING & REGISTR REVIEW BOARD

AG & FOOD, AGRICULTURAL LICENSING & REGISTRATION REVIEW BOARD will hear appeals against decisions on licensing and registration which were formerly heard by thirteen boards abolished recently. The former boards were those established under these Acts: Agricultural Tile Drainage, Animals For Research, Artificial Insemination of Livestock, Dead Animal Disposal, Farm Products Grades & Sales, Grain Elevator Storage, Livestock & Livestock Products, Livestock Community Sales, Livestock Medicines, Meat Inspection, Plant Diseases, Provincial Auctioneers, and Riding Horse Establishments. The

Board holds meetings and hearings as required. Appeal procedure may be obtained from ministry branch involved with registration or licensing.

## **AG & FOOD AGRICULTURAL & HORTICULTURAL SOCIETIES**

416-965-1091

AG & FOOD, AGRICULTURAL & HORTICULTURAL SOCIETIES BR gives grants to agricultural societies in Ontario for exhibitions, fairs, crop competitions, improvements to buildings and grounds, commercial and educational displays. Also gives grants to horticultural societies and plowmen's associations. Horticultural societies hold exhibitions and competitions (i.e., flowers, plants and vegetables); conduct courses on gardening. The Ontario Plowmen's Association which sponsors the International Plowing Match and Farm Machinery Show has its headquarters at this branch.

## **AG & FOOD AGRICULTURAL MANPOWER SERVICES**

416-965-6149

AG & FOOD, AGRICULTURAL MANPOWER SERVICES assists Ontario farmers with their manpower needs by providing information and advice on farm labour supply, employment standards legislation, personnel management, job creation programs and training programs for farm workers. Assistance is also given to students involved in exchanges between farms in Ontario and foreign countries. This office is a member of the Ontario Federal-Provincial Agricultural Manpower Committee.

## **AG & FOOD AGRICULTURAL RESEARCH INSTITUTE**

AG & FOOD, AGRICULTURAL RESEARCH INSTITUTE of ONTARIO inquires into research programs on agriculture, veterinary medicine and household science. Stimulates interest in agricultural research as a means of developing efficiency in the production and marketing of farm products in Ontario. Research projects include studies on livestock, poultry, field crops, horticultural plants, soils, food and nutrition, economics and marketing. Four research stations near Guelph, Ontario are administered by the University of Guelph (519-824-4120). The University also provides laboratory services. In Toronto contact 965-6695.

## **AG & FOOD AUDIT SERVICES BR**

416-965-3241

AG & FOOD, AUDIT SERVICES BR is responsible for the Ministry's audit function. For a description of the function see first entry under Audit. Also assists management by reviewing specific areas of concern and making recommendations for improvement.

## **AG & FOOD COLLEGES**

AG & FOOD, COLLEGES OF AGRICULTURE offer courses in farm management, agricultural production, agricultural engineering, agricultural laboratory technology, home economics or food service supervision, health of animals, livestock production, technology and management (e.g. horse breeding), agricultural business management. They also conduct agricultural research for the ministry. For further information: Centralia College in Huron Park (519-228-6691), Ridgetown College in Ridgetown (519-674-5456), Kemptville College in Kemptville (613-258-3411), New Liskeard College in New Liskeard (705-647-6701) and University of Guelph in Guelph (519-824-4120).

**AG & FOOD ECONOMICS BR**

416-965-1064

AG & FOOD, ECONOMICS BR undertakes research into economic aspects of agriculture including production, marketing, land use planning, rural sociology, statistics.

**AG & FOOD EXTENSION BR**

416-965-1241

AG & FOOD, EXTENSION BR operates the Ontario farm management program to encourage farmers to use modern techniques to manage their livestock, soils, crops, machinery and finances. Administers the Farm Productivity Incentive Program which provides financial assistance to farmers for certain capital improvements and soil management projects on their farms. Local agricultural representatives (AG REPS) provide individual counselling, in-depth courses, commentaries over various media, displays and tours. Also act as resource for the Four-H (4-H) and Junior Farmer programs which provide agricultural and leadership training as well as social benefits for youth in rural areas. The branch is headquarters for the Junior Farmers' Association of Ontario. Contact AG REPS in county or district offices listed in the Appendix.

**AG & FOOD FARM INCOME STABILIZATION**

416-965-1811

AG & FOOD, FARM INCOME STABILIZATION plans are available for these crops: white beans, soybeans, winter wheat and corn, to guarantee participating producers a price equal to 95 per cent of the market price over the previous five years, adjusted for cash costs. Contact ministry county and district offices listed in the Appendix.

**AG & FOOD FARM PRODUCTS APPEAL TRIBUNAL**

416-965-5844

AG & FOOD, FARM PRODUCTS APPEAL TRIBUNAL hears appeals against decisions made by boards established under the Farm Products Marketing Act and the Milk Act.

**AG & FOOD FARM PRODUCTS MARKETING BR**

416-965-2124

AG & FOOD, FARM PRODUCTS MARKETING BR consists of the Farm Products Marketing Board and the Milk Commission of Ontario which administer the Farm products Marketing Act and the Milk Act, respectively. The Farm Products Marketing Board and the Milk Commission supervise the marketing boards established under the two Acts and are responsible for making recommendations on changes in the regulations. The Farm Products Marketing Act provides for the regulation of 43 commodities under 22 individual plans, each plan administered by a producer marketing board. The Milk Commission cooperates with the Ontario Milk Marketing Board, the Cream Producers' Marketing Board and the Ontario Dairy Council in dairy policy planning and development.

**AG & FOOD FARM PRODUCTS QUALITY BR FRUIT & VEG**

416-965-1058

AG & FOOD, FARM PRODUCTS QUALITY BR, FRUIT & VEGETABLES SECTION regulates the inspection and grading of twenty-five farm products plus flue-cured and burley tobacco, honey, maple syrup, Christmas trees, tomato seedlings. Offers technical advice to growers and producers and informs the public on all aspects of food (fruit, vegetables, honey) production, packaging and marketing. Provides the ministry's Information Branch with data on conditions of seasonal crops. Issues licences: to operators of controlled-atmosphere

storages and to packers of apples from such storages, to dealers of fruit and vegetables, and to nurseries. Controls disease in nurseries & controls neglected orchards to prevent spread of disease and insect infestation. Administers the Bees Act which requires registration of apiaries (where bees are kept for honey production). To register contact Provincial Apiarist, Dep't. of Environmental Biology, Univ. of Guelph, 519-824-4120 Ext. 2477. See also Appendix for ministry's county or district offices.

## **AG & FOOD FARM PRODUCTS QUALITY BR MILK INDUSTRY**

416-965-2411

AG & FOOD, FARM PRODUCTS QUALITY BR, MILK INDUSTRY Section undertakes programs to ensure that milk marketed in Ontario is produced under acceptable sanitary conditions and meets quality standards. Provides for inspection of all dairy farms and monthly testing of raw milk. Issues licences to and arranges for training and inspecting the work of milk and cream graders and testers, bulk tank milk graders, buttermakers and cheese-makers. Issues licences and regulates plants manufacturing milk products, oleomargarine and edible oils. The laboratory in Guelph analyzes all samples for butterfat, protein and lactose and reports results to the Ontario Milk Marketing Board for determining payment to producers. Conducts regular milk utilization audits.

## **AG & FOOD FOODLAND DEVELOPMENT BR**

416-965-9433

AG & FOOD, FOODLAND DEVELOPMENT BR reviews official plans, environmental assessments and project proposals for their land use planning implications to agriculture. Assists the Ministry of Government Services in leasing for agricultural purposes farm land held by the government for future development. The branch also administers the Topsoil Preservation Act (allowing municipalities to regulate removal of topsoil). Drainage Section (965-9921) administers the Tile Drainage Act and the Drainage Act (financial assistance to municipalities and farmers for the improvement of farm land) and the Agricultural Tile Drainage Installation Act (licensing of installers of tile drainage systems on farm land).

## **AG & FOOD HOME ECONOMICS BR**

416-965-1421

AG & FOOD HOME ECONOMICS BR helps people in rural communities to develop an appreciation of ideals and standards for successful home and family living. Gives them training in home economics and stimulates them to become local leaders.

## **AG & FOOD HORTICULTURAL RESEARCH**

416-562-4141

AG & FOOD, HORTICULTURAL RESEARCH INSTITUTE OF ONTARIO in Vineland conducts horticultural research (including studies on soils and crops) to increase production and develop new varieties of farm products (e.g. fruit & vegetables including mushrooms) and wine. The Institute also coordinates all horticultural research and service programs supported by the ministry. Serves farmers, growers of ornamental plants, food processors and wine makers. Research is conducted at four units located at Simcoe, Holland Marsh and two at Vineland. The Institute provides propagating material (cuttings, etc.) to growers and nurseries.

**AG & FOOD INFORMATION BR**

416-965-1056

AG & FOOD, INFORMATION BR is the information service for the Ministry of Agriculture and Food. For a description of activities see first entry under Information Service.

**AG & FOOD LEGAL BR**

416-965-6805

AG & FOOD, LEGAL BR provides legal services for the Ministry of Agriculture and Food. For a description of branch activities, see first entry under Legal Services.

**AG & FOOD LIVESTOCK BR**

416-965-5971

AG & FOOD, LIVESTOCK BR promotes production of livestock and high quality livestock products through management improvement programs and grants for Ontario producers. Maintains laboratories where milk samples are tested for butterfat content and a laboratory where feed samples are analyzed. This branch is responsible for acts affecting livestock producers, e.g., the Hunter Damage Compensation Act, the Artificial Insemination of Livestock Act (issuance of licences to providers of artificial insemination services for livestock), the Beef Cattle Marketing Act (licences of cattle dealers). Other acts provide for: the grading of livestock and poultry and the regulation of stock yards, licences to those who conduct auctions of pure-bred livestock, payment of licence fees to the Ont. Sheep Ass'n on the sales of wool. Livestock specialists are available to give management advice to producers throughout Ontario.

**AG & FOOD MANAGEMENT SYSTEMS & ADMIN SERVICES BR**

416-965-5961

AG & FOOD, MANAGEMENT SYSTEMS & ADMIN SERVICES BR supplies the ministry with administrative services including computer systems development and data processing. Also operates ministry library (965-1816). For further description of functions see first entry under Administrative Services.

**AG & FOOD MARKET DEVELOPMENT BR**

416-965-6472

AG & FOOD, MARKET DEVELOPMENT BR. Domestic Section (965-7701) and Export Section (965-7038) programs are designed to expand present, and develop new domestic and international markets for Ontario-produced fresh and processed agriculture and food products. This is done through domestic advertising and promotion, information programs, import replacement and processor incentive programs and export mission and promotion programs. The Market Situation & Outlook Section (965-0311) investigates, analyzes and reports domestic and international market developments and opportunities for the benefit of the Ministry.

**AG & FOOD ONTARIO AGRICULTURAL MUSEUM**

416-878-8151

AG & FOOD, ONTARIO AGRICULTURAL MUSEUM in Milton, Ontario, one of the museums operated by the Ontario Government, houses and displays tools, implements and artifacts associated with the history of Ontario agriculture.

**AG & FOOD ONTARIO CROP INSURANCE**

416-965-1811

AG & FOOD, ONTARIO CROP INSURANCE COMMISSION makes available to farmers a crop insurance plan to insure about 30 commercially grown crops against natural disaster.

**AG & FOOD ONTARIO FARM MACHINERY BOARD**

519-824-4120

AG & FOOD, ONTARIO FARM MACHINERY BOARD in Guelph (ext. 2463) investigates complaints regarding farm machinery and may bring together interested parties to resolve problems of service, parts supply and guarantees involving farmers, dealers and manufacturers in Ontario.

**AG & FOOD ONTARIO FOOD TERMINAL BOARD**

416-259-5479

AG & FOOD, ONTARIO FOOD TERMINAL BOARD operates the Ontario Food Terminal, a wholesale fresh fruit and produce market to serve all Ontario growers of these farm products. The terminal has cold storage facilities. It plays a major role in the orderly marketing of fruit and vegetables in Ontario.

**AG & FOOD ONTARIO STOCK YARDS BOARD**

416-767-1163

AG & FOOD, ONTARIO STOCK YARDS BOARD operates under the federal Livestock & Livestock Products Act because of interprovincial trade. The Board provides facilities for the weighing of livestock and supervising all scale operations. Issues licences to sales agencies operating in the stock yard to act as representatives in the selling of livestock.

**AG & FOOD PERSONNEL BR**

416-965-7452

AG & FOOD, PERSONNEL BR performs the personnel functions for the Ministry of Agriculture and Food. For a description of branch activities, see first entry under Personnel.

**AG & FOOD PROGRAMS COORDINATION SECRETARIAT**

416-965-7571

AG & FOOD, PROGRAMS COORDINATION SECRETARIAT coordinates policy and program planning and development and program delivery for the ministry. Maintains liaison with Cabinet Office, Policy and Priorities Board, Cabinet Committee for Resources Development, Management Board and other ministries and agencies. Develops and maintains a program management and planning oriented information system to ensure widest and earliest possible consideration for policy and program proposals and to expedite program delivery and resource allocation. Initiates and maintains the Ministry's Affirmative Action Program.

**AG & FOOD PROVINCIAL PESTICIDE RESIDUE TESTING**

416-824-4120

AG & FOOD, PROVINCIAL PESTICIDE RESIDUE TESTING LABORATORY in Guelph provides a chemical analytical service to all provincial ministries for the detection and measurement of pesticides, herbicides, fungicides, related industrial pollutants and heavy metals in the following areas: plant and animal tissues, fish and wildlife, soils, water, air and human tissues. Interprets significance of analytical results. Contact laboratory or ministries involved for research papers and reports. Identification of insects may be done by the

Department of Environmental Biology, Rm 102, Graham Hall, University of Guelph upon receipt of carefully packed sample.

**AG & FOOD RURAL DEVELOPMENT BR**

416-965-7661

AG & FOOD, RURAL DEVELOPMENT BR administers federal-provincial programs for farm and rural development including the Agricultural and Rural Development Agreement (ARDA) and General Development Agreement (GDA) subsidiaries. Manages programs which make available to farmers guaranteed bank loans, and the Industrial Milk Production Incentive, Labrusca Grape Conversion, Greenhouse Growers Storm Damage Assistance and Ontario Young Farmers Credit programs. Administers the Ontario Junior Farmer Establishment Loan Corporation. Contact Ministry's county or district office listed in the Appendix.

**AG & FOOD SOILS AND CROPS BR**

416-965-1081

AG & FOOD, SOILS AND CROPS BR provides information at local offices throughout the province on the commercial production of field and horticultural crops (e.g. greenhouse vegetables and ornamental plants, mushrooms). Information is available to commercial growers on restrictions in use of pesticides. Responsible for administration of the Weed Control Act through municipally-appointed inspectors. Complaints should be directed to the municipality. Inquiries on non-commercial (e.g. household and urban) growing should be referred to the Agricultural & Horticultural Societies Br at 965-1091. Contact Ministry's county or district office listed in the Appendix.

**AG & FOOD VETERINARY SERV BR LABORATORY**

416-965-5841

AG & FOOD, VETERINARY SERV BR LABORATORY SECTION operates six laboratories that provide assistance to the livestock industry and veterinary practitioners by offering diagnostic, investigative, consultative and extension services. Carcasses and specimens from animals and poultry are submitted by veterinarians and farmers and tests are made to determine cause of disease. Administers the Ontario Hatchery Supply Flock Policy, involving monitoring procedures to control disease of poultry; and the Fur Farms Act, requiring licences of fur farmers.

**AG & FOOD VETERINARY SERV BR MEAT INSPECTION**

416-965-5841

AG & FOOD, VETERINARY SERV BR, MEAT INSPECTION SECTION issues licences to and inspects slaughtering plants not already registered by Agriculture Canada under the Meat Inspection Act (Canada), and those engaged solely in slaughtering animals exempted by regulations under the Act.

**AG & FOOD VETERINARY SERV BR REGULATORY**

416-965-5841

AG & FOOD, VETERINARY SERV BR, REGULATORY AND COMMUNICABLE DISEASES Section administers the Acts concerning these veterinary requirements: vaccination of cattle to control brucellosis, licences for livestock community sales and those involved in disposing of dead animals. Compensates owners of livestock that are destroyed by rabies. Provides consultative service to practising veterinarians and producers of cattle, sheep and swine. Provides grants to finance veterinary service in designated areas where livestock

farms are sparsely located. Inspects and issues licences to riding horse establishments, dog pounds and suppliers of laboratory animals. Issues licences to those other than pharmacists & veterinarians who sell livestock medicine. Requires registration of facilities that use animals for research.

## AG REPS

Ag Reps, see Ag & Food Extension br.

## AGE OF MAJORITY CARDS

416-965-4654

CCR, LIQUOR LICENCE BOARD OF ONTARIO (LLBO) issues, renews, transfers, suspends and revokes liquor licences for on-premise sale and consumption of alcohol, including special occasion permits. The Liquor Licence Board also regulates advertising for and inspects all licensed establishments. **Age of Majority Cards** are available on a voluntary basis to Ontario residents over 19. Application forms may be obtained from liquor stores and brewers retail outlets. For information on obtaining liquor licences call 965-4691; **Age of Majority Cards**, 965-4964; special occasion permits, 965-4675; advertising, 965-3450; inspections, 965-4666.

## AGED

Aged, see Senior Citizens

## AGENCY OF RECORD

Agency of Record, see Ind & Tour Communications Div Advertising.

## AGRICULTURAL LAND

Agricultural Land, see Farm Land

## AGRICULTURAL PRODUCTION

Agricultural Production (research), see Ag & Food Economics Br. See also Agricultural Research.

## AGRICULTURAL RESEARCH

Agricultural Research, see also Ag & Food Economics Br.

AG & FOOD, AGRICULTURAL RESEARCH INSTITUTE of ONTARIO inquires into research programs on agriculture, veterinary medicine and household science. Stimulates interest in **agricultural research** as a means of developing efficiency in the production and marketing of farm products in Ontario. Research projects include studies on livestock, poultry, field crops, horticultural plants, soils, food and nutrition, economics and marketing. Four research stations near Guelph, Ontario are administered by the University of Guelph (519-824-4120). The University also provides laboratory services. In Toronto contact 965-6695.

AG & FOOD, COLLEGES OF AGRICULTURE offer courses in farm management, agricultural production, agricultural engineering, agricultural laboratory technology, home economics or food service supervision, health of animals, livestock production, technology and management (e.g. horse breeding), agricultural business management. They also conduct **agricultural research** for the ministry. For further information: Centralia College in Huron Park (519-228-6691), Ridgetown College in Ridgetown (519-674-5456), Kemptville College in

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Kemptville (613-258-3411), New Liskeard College in New Liskeard (705-647-6701) and University of Guelph in Guelph (519-824-4120).

### AGRICULTURAL SOCIETIES

416-965-1091

AG & FOOD, AGRICULTURAL & HORTICULTURAL SOCIETIES BR gives grants to **agricultural societies** in Ontario for exhibitions, fairs, crop competitions, improvements to buildings and grounds, commercial and educational displays. Also gives grants to horticultural societies and plowmen's associations. Horticultural societies hold exhibitions and competitions (i.e., flowers, plants and vegetables); conduct courses on gardening. The Ontario Plowmen's Association which sponsors the International Plowing Match and Farm Machinery Show has its headquarters at this branch.

### AGRICULTURE

Agriculture & Food, Ministry of, see AG & FOOD Branch Name.

### AIR

416-824-4120

AG & FOOD, PROVINCIAL PESTICIDE RESIDUE TESTING LABORATORY in Guelph provides a chemical analytical service to all provincial ministries for the detection and measurement of pesticides, herbicides, fungicides, related industrial pollutants and heavy metals in the following areas: plant and animal tissues, fish and wildlife, soils, water, **air** and human tissues. Interprets significance of analytical results. Contact laboratory or ministries involved for research papers and reports. Identification of insects may be done by the Department of Environmental Biology, Rm 102, Graham Hall, University of Guelph upon receipt of carefully packed sample.

416-965-6343

ENV, AIR RESOURCES BR supplies base information for the development of the Ministry's policies and programs to achieve and maintain desirable **air** quality in Ontario. Sets **air** quality objectives and emission standards. Conducts environmental assessments such as studies on the effect of land use on air quality and air quality assessments for land use planning. Performs spot checks of vehicles for sale at used-car dealers to ensure compliance with auto emission control standards. Operates an **air** pollution index (965-9150) and alert system and produces air quality reports. Assesses immediate and long-term effects of contaminants on soils and vegetation and investigates vegetation damage claims. Conducts studies into technological developments, industrial trends and pollution problems, including hazardous agents and other emissions. Administers environmental research grants. Contact regional or district offices listed in the Appendix.

416-965-2531

ENV, ENVIRONMENTAL APPEAL BOARD hears appeals of persons affected by certain decisions or orders of local health authorities in the area of private sewage disposal, and of the Ministry of the Environment in the areas of water and sewage, waste disposal, **air** and noise pollution, in accordance with the Ontario Water Resources Act, 1970 and the Environmental Protection Act, 1971.

416-965-3284

ENV, WASTE MANAGEMENT BR, WASTE SYSTEMS PLANNING Section. The Waste Management Branch coordinates programs concerned with the disposal of waste on land. Waste Systems Planning Section deals with pollution by industry (such as mining, metals, food, petroleum) and municipal and private solid wastes. These include hazardous industrial

waste, industrial sludges and pretreatment residues, municipal sewage sludge, derelict motor vehicles, soft drink or beverage containers, and their disposition at waste disposal sites. Coordinates related federal-provincial activities; provides technical support regarding industrial waste treatment and control with respect to water, **air** and solids. Coordinates project to take inventory and recommend rehabilitation of derelict mining land throughout Ontario. See also Env Waste Management Br Waste Utilization Section. Contact regional or district offices listed in the Appendix for complaints on related pollution.

## AIR CONDITIONING

Air Conditioning Contractor's licence, see CCR Fuels Safety Br. Air Conditioning Mechanic's Certification, see Coll Univ Industrial Training Br Trades.

## AIRPORTS

NORAFFAIRS, REGIONAL & COMMUNITY DEVELOPMENT BRANCHES are located in each of the two area offices: Northeastern in Sudbury (705-675-5641), Northwestern in Thunder Bay (807-475-1585). The branches work in conjunction with municipalities and other ministries in planning development strategies to improve conditions within a community and to respond to local needs throughout Northern Ontario. They review and monitor projects and studies to expand the economic base of the region and are involved in improving **airports** and telecommunications facilities.

416-248-3325

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, AVIATION OFFICE develops provincial policy on aviation matters. Plans provincially funded air service. Administers financial assistance to municipalities for local **airports**. Plans and programs the construction and maintenance of remote **airports**. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

## ALCOHOL

Alcohol, see also CCR Liquor Licence Appeal Tribunal.

416-965-4911

CCR, LIQUOR CONTROL BOARD OF ONTARIO (LCBO) oversees the distribution and sale of liquor (spirits, **alcohol**, ale, beer and wine) for home consumption and liquor sales to licensed establishments through government stores throughout Ontario. The LCBO imports special orders of products not normally carried. Special rare wine and spirits cellars are operated in Toronto (416-965-3036) and in Ottawa (613-733-0041) to stock only high quality products in limited supply. Consultants are available in liquor stores in some metropolitan areas to advise on choosing wine. Duty-free stores at the Toronto International Airport sell liquor to foreign-bound passengers.

416-965-4654

CCR, LIQUOR LICENCE BOARD OF ONTARIO (LLBO) issues, renews, transfers, suspends and revokes liquor licences for on-premise sale and consumption of **alcohol**, including special occasion permits. The Liquor Licence Board also regulates advertising for and inspects all licensed establishments. Age of Majority Cards are available on a voluntary basis to Ontario residents over 19. Application forms may be obtained from liquor stores and brewers retail outlets. For information on obtaining liquor licences call 965-4691; Age of Majority Cards, 965-4964; special occasion permits, 965-4675; advertising, 965-3450; inspections, 965-4666.

416-595-6100

HEALTH, ADDICTION RESEARCH FOUNDATION (ARF) conducts research and demonstration treatment, provides educational and consultative services, and publishes material in the field of **alcohol** and drug addiction. Information is available about various social services for people concerned with psychoactive drugs including **alcohol**. The library of the Addiction Research Foundation has an extensive collection of research reports, books and audio-visual material and is open to the public (Tel. 595-6144). Inpatient and outpatient treatment for alcoholics and drug addicts and abusers is available through the Clinical Institute (595-6021), an 80-bed research and teaching hospital affiliated with University of Toronto. Regional ARF offices assist communities in the development of preventive and treatment services.

416-965-8045

HEALTH, PROGRAM ADVISORY BR consultants who are experienced in their own fields of personal health care provide the ministry with expertise and advice on the entire health care delivery system and increasingly in health care planning. New objectives are to seek lower cost alternatives to present aspects of the system. Consultants represent general and specialty physicians, veterinary medicine, physiotherapy, occupational therapy, speech pathology & audiology, nursing, social work, special projects. They serve on Branch Committees and Planning Teams and on various Task Forces to help formulate Ministry policy. The Branch manages these programs: Adult Community Mental Health, **Alcohol & Drug Abuse**, Long Term Care, Emergency Health Services, Rehabilitation, the Underserved Area Program (965-1170) (bursaries for physicians to practise in rural and isolated communities), Health Service Organizations (HSO) and Alternate Payments. See also other programs listed under Health Program Advisory Br, Program Name.

## ALCOHOLICS

416-965-2376

COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION (Social Services) aims to develop or restore the work capacity of the physically or mentally handicapped. Assesses handicapped person's abilities & limitations, counsels the person through the rehabilitation process, assists in gaining employment and provides restorative assistance (e.g. prosthetics) needed to restore useful physical functioning. Shares with municipalities work activity project costs (to enable handicapped to be self-sufficient). Provides capital & operating grants to rehabilitation workshops & operating grants & debt retirement (e.g., payment of mortgages) assistance to half-way houses & group homes for the physically & mentally handicapped & former inmates, etc. & for some centres for **alcoholics** & drug addicts. Contact regional, area & local offices (see Appendix). In Metro Toronto contact the Area Office, 965-9943 or Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-595-6100

HEALTH, ADDICTION RESEARCH FOUNDATION (ARF) conducts research and demonstration treatment, provides educational and consultative services, and publishes material in the field of alcohol and drug addiction. Information is available about various social services for people concerned with psychoactive drugs including alcohol. The library of the Addiction Research Foundation has an extensive collection of research reports, books and audio-visual material and is open to the public (Tel. 595-6144). Inpatient and outpatient treatment for **alcoholics** and drug addicts and abusers is available through the Clinical Institute (595-6021), an 80-bed research and teaching hospital affiliated with University of

Toronto. Regional ARF offices assist communities in the development of preventive and treatment services.

## ALE

Ale, see Liquor.

## ALGONQUIN FORESTRY AUTHORITY

705-789-9647

**NAT RES, ALGONQUIN FORESTRY AUTHORITY** in Huntsville, Ontario is a Crown corporation responsible for harvesting timber in Algonquin Provincial Park and for supplying logs to designated mills. It operates under volume agreement with the Ministry of Natural Resources.

## AMBULANCE

416-965-8034

**HEALTH, AMBULANCE SERVICES BR** is responsible for issuing licences to and inspecting **ambulance** services in Ontario. Dispenses funds to, and generally monitors, these services. Operates a training program for volunteer & part-time driver/attendants, and is responsible for central examination of graduates of the Ambulance & Emergency Care program in community colleges. Provides Ontario Health Insurance Plan approval and guidance regarding air and out-of-province transfers. Coordination of air **ambulance** transfers is handled through York South Ambulance Service. Operates the Ontario **Ambulance Services Information System**. Six Regional Coordinators (see Appendix for list) perform decentralized planning & coordinating functions. The Branch does not accept requests for emergency ambulance service. If emergency **ambulance** service is required, consult inside cover of local telephone book or dial 'O' for operator and ask for Zenith 90,000.

416-965-5415

**HEALTH FISCAL RESOURCES BR** coordinates preparation of the Ministry's Operational Plans, Estimates, Management-By-Results and financial reports. Coordinates budgetary control and provides financial consulting services to assist Ministry program managers. Administers the Ministry funding and monitors the expenditures of hospitals and related facilities. These include public, private and psychiatric hospitals, home care, nursing homes, **ambulance** services, local health agencies, crippled children's treatment centres, etc.

## ANATOMY

Schools of Anatomy, see Sol Gen Chief Coroner's Office.

## ANIMAL SHELTERS

Animal Shelters, see Ag & Food Veterinary Serv Br Regulatory & Communicable Diseases.

## ANIMALS

Animals, see also Livestock, also Wildlife

**AG & FOOD, COLLEGES OF AGRICULTURE** offer courses in farm management, agricultural production, agricultural engineering, agricultural laboratory technology, home economics or food service supervision, health of **animals**, livestock production, technology and management (e.g. horse breeding), agricultural business management. They also conduct agricultural research for the ministry. For further information: Centralia College in Huron Park (519-228-6691), Ridgetown College in Ridgetown (519-674-5456), Kemptville College in

Kemptville (613-258-3411), New Liskeard College in New Liskeard (705-647-6701) and University of Guelph in Guelph (519-824-4120).

416-965-5841

AG & FOOD, VETERINARY SERV BR LABORATORY SECTION operates six laboratories that provide assistance to the livestock industry and veterinary practitioners by offering diagnostic, investigative, consultative and extension services. Carcasses and specimens from **animals** and poultry are submitted by veterinarians and farmers and tests are made to determine cause of disease. Administers the Ontario Hatchery Supply Flock Policy, involving monitoring procedures to control disease of poultry; and the Fur Farms Act, requiring licences of fur farmers.

416-965-5841

AG & FOOD, VETERINARY SERV BR, MEAT INSPECTION SECTION issues licences to and inspects slaughtering plants not already registered by Agriculture Canada under the Meat Inspection Act (Canada), and those engaged solely in slaughtering **animals** exempted by regulations under the Act.

416-965-5841

AG & FOOD, VETERINARY SERV BR, REGULATORY AND COMMUNICABLE DISEASES Section administers the Acts concerning these veterinary requirements: vaccination of cattle to control brucellosis, licences for livestock community sales and those involved in disposing of dead **animals**. Compensates owners of livestock that are destroyed by rabies. Provides consultative service to practising veterinarians and producers of cattle, sheep and swine. Provides grants to finance veterinary service in designated areas where livestock farms are sparsely located. Inspects and issues licences to riding horse establishments, dog pounds and suppliers of laboratory **animals**. Issues licences to those other than pharmacists & veterinarians who sell livestock medicine. Requires registration of facilities that use **animals** for research.

416-965-4236

HEALTH, PROGRAM ADVISORY BR, VETERINARY Public Health Consultants help to control disease common to man and **animals** (zoonoses) such as rabies, salmonellosis, brucellosis, etc. Consultants advise Public Health Officers and physicians and project need for vaccine, serum and snake antivenin. For a list of antivenin depots and rabies information, contact the Communications Branch at 965-5167. See also other sections in Health Program Advisory Br described separately.

ANTI-INFLATION

416-965-2999

TREAS ECON, ECONOMIC POLICY BR conducts research and develops economic policy strategies in the areas of industry development, **anti-inflation**, energy, international trade, competition, and manpower policy and short and medium-term industrial and economic forecasts.

ANTIVENIN

Antivenin, see Snake.

APIARIES

416-965-1058

AG & FOOD, FARM PRODUCTS QUALITY BR, FRUIT & VEGETABLES SECTION regulates the inspection and grading of twenty-five farm products plus flue-cured and burley

tobacco, honey, maple syrup, Christmas trees, tomato seedlings. Offers technical advice to growers and producers and informs the public on all aspects of food (fruit, vegetables, honey) production, packaging and marketing. Provides the ministry's Information Branch with data on conditions of seasonal crops. Issues licences: to operators of controlled-atmosphere storages and to packers of apples from such storages, to dealers of fruit and vegetables, and to nurseries. Controls disease in nurseries & controls neglected orchards to prevent spread of disease and insect infestation. Administers the Bees Act which requires registration of **apiaries** (where bees are kept for honey production). To register contact Provincial Apiarist, Dep't. of Environmental Biology, Univ. of Guelph, 519-824-4120 Ext. 2477. See also Appendix for ministry's county or district offices.

## APPEALS

**AG & FOOD, AGRICULTURAL LICENSING & REGISTRATION REVIEW BOARD** will hear **appeals** against decisions on licensing and registration which were formerly heard by thirteen boards abolished recently. The former boards were those established under these Acts: Agricultural Tile Drainage, Animals For Research, Artificial Insemination of Livestock, Dead Animal Disposal, Farm Products Grades & Sales, Grain Elevator Storage, Livestock & Livestock Products, Livestock Community Sales, Livestock Medicines, Meat Inspection, Plant Diseases, Provincial Auctioneers, and Riding Horse Establishments. The Board holds meetings and hearings as required. Appeal procedure may be obtained from ministry branch involved with registration or licensing.

416-965-5844

**AG & FOOD, FARM PRODUCTS APPEAL TRIBUNAL** hears **appeals** against decisions made by boards established under the Farm Products Marketing Act and the Milk Act.

416-965-2867

**ATT GEN, BOARD OF VALUATION.** Where a power exercised under the Power Corporation Act does not constitute an expropriation or injurious affection, compensation shall be paid to the property owner for all damage, and when no agreement is arrived at as to amount of compensation to be paid to the owner, the Board of Valuation shall determine compensation for such property damage. If either the owner or the Corporation is dissatisfied with the amount fixed, **appeals** may be made to the Ontario Municipal Board.

416-965-0650

**ATT GEN, CROWN LAW OFFICE, CRIMINAL LAW** is responsible for the preparation and argument of all criminal **appeals** in indictable offences in the province, whether the Crown is the Respondent or the Appellant. Conducts special prosecutions. The branch deals with the judiciary, Crown attorneys, the police and the public.

416-965-1912

**ATT GEN, ONTARIO MUNICIPAL BOARD** performs a quasi-judicial function in the implementation of sound municipal development. Hears applications for approval of zoning by-laws, official plans and plans of subdivisions referred by the Ministry of Housing and **appeals** as provided under the Planning Act and under the Assessment Act. The Ontario Municipal Board supervises certain financial and other affairs of municipalities with respect to applications for capital expenditures and the issuance of orders creating, altering or dissolving municipalities.

416-363-4101

**ATT GEN, SUPREME COURT OF ONTARIO**, the highest civil court in the province, consists of three divisions: the High Court of Justice, the trial division; the Divisional Court of the High Court, with jurisdiction to hear certain **appeals**; and the Ontario Court of Appeal,

which hears only **appeals** and is the highest court in the province. With certain exceptions, parties before the High Court may demand a trial by judge and jury. The Family Law Division of the High Court (965-7418) handles trials of divorce actions and motions relating to disputes between husband and wife or parents and children, e.g. infant custody, maintenance and/or support. There is a local office of the Supreme Court in every county or district. The Divisional Court and Court of Appeal sit in Toronto.

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on **appeals** to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears **appeals** from decisions of the corporation administering the New Home Warranties Plan Act, **appeals** of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant **appeals** from trustees' decisions under the Travel Industry Act, and **appeals** from decisions on disputes re condominiums under the Condominium Act 1978.

416-965-7798

CCR, LIQUOR LICENCE APPEAL TRIBUNAL holds public hearings on **appeals** from persons aggrieved by Liquor Licence Board's decisions to: refuse to issue, renew or approve a transfer of a licence; suspend, revoke or refuse to renew a manufacturer's licence; temporarily suspend a licence or permit in the public interest; impose terms and conditions on an individual; refuse to register an agent or representative; issue an interdiction order; issue an Order of Cessation of advertisement or public notice.

416-964-3556

CCR, RESIDENTIAL PREMISES RENT REVIEW BOARD is an appeal tribunal which hears landlord and tenant **appeals** on decisions of the Ontario Rent Review Program.

416-965-1455

CIV SERV, PUBLIC SERVICE APPEAL BOARDS. The Public Service Grievance Board and the Public Service Classification Rating Committee (965-1455) are tribunals which hear **appeals** about grievances of employees of the Ontario Public Service regarding dismissal, working conditions and job classification. The Crown Employees Grievance Settlement Board (598-0688) hears grievances arising in the various bargaining units represented by the Ontario Public Service Employees Union (OPSEU), the Ontario Liquor Boards Employees Union, the Workmen's Compensation Board Employees Union, and the Ontario Housing Employees Union. The Ontario Public Service Labour Relations Tribunal (598-0688) hears **appeals** re union representation, jurisdiction, union dues, bargaining units, etc., and generally administers the Crown Employees Collective Bargaining Act, 1972 (amended). Arbitration Boards (ad hoc) hear and adjudicate disputes between employees and unions re wages, collective agreements.

416-965-2363

COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD holds hearings of **appeals** requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or GAINS-A (income supplement for senior citizens) and GAINS-D (income supplement for the blind and

disabled), Family Benefits (financial allowances for single mothers, the blind and disabled, permanently unemployable fathers, foster children, severely handicapped children).

416-965-2531

ENV, ENVIRONMENTAL APPEAL BOARD hears **appeals** of persons affected by certain decisions or orders of local health authorities in the area of private sewage disposal, and of the Ministry of the Environment in the areas of water and sewage, waste disposal, air and noise pollution, in accordance with the Ontario Water Resources Act, 1970 and the Environmental Protection Act, 1971.

416-965-1709

GOVT SERV, PUBLIC SERVICE SUPERANNUATION BOARD recommends payments of annuities, pensions and disability benefits to employees of the Ontario Public Service and rules on applications in respect of past service credits and pension credit transfers under the Public Service Superannuation Act. The Board also hears **appeals** from contributors, pensioners or dependents against administrative decisions. Inquiries about administration and benefits for Ontario Public Service employees are handled by Employee Benefits Branch (965-6861). Private pension plans should be referred to the Pension Commission of Ontario (963-0527).

416-965-7285

HEALTH, HEALTH BOARDS SECRETARIAT has two main functions: provides administrative support for the review/appeal boards established in legislation under the Minister's jurisdiction; provides liaison with the Governing Board Of Denture Therapists. Under the Health Disciplines Act, the Health Disciplines Board of Ontario will hear **appeals** from the public and the health professions who believe that their complaints to the colleges (governing bodies) were not satisfactorily dealt with by the individual colleges for physicians, dentists, optometrists, pharmacists and nursing.

416-965-5700

HEALTH, INSURANCE CLAIMS BR processes insurance claims under the Ontario Health Insurance Plan (OHIP). Administers district offices which answer questions about enrolment in OHIP, premium payments, claims payments and Extended Health Care benefits. **Appeals** concerning Extended Health Care benefits in nursing homes are handled by the Medical Eligibility Committee (965-3294). Contact district offices listed in the Appendix (in Toronto, 482-1111).

416-681-1555

HOUSING, NIAGARA ESCARPMENT DEVELOPMENT CONTROL Hearing Office in Burlington conducts hearings on **appeals** from decisions made by the Niagara Escarpment Commission.

416-965-1824

NAT RES, MINING AND LANDS COMMISSIONER exercises administrative and judicial duties under The Mining Act, The Mining Tax Act 1972 and The Beach Protection Act and such duties of the Minister of Natural Resources as are assigned by regulation. Examples of such jurisdiction are extension orders, the granting of relief from forfeiture and dispute and hearing of **appeals**. Contact Queen's Park or regional offices listed in the Appendix.

416-965-8851

WORKMEN'S COMPENSATION BOARD (WCB) administers the Workmen's Compensation Act. For employees disabled by work-related accidents or diseases the Act provides compensation (income), medical aid (payment of doctors' & hospital bills, etc.), rehabilitation

services, awards for permanent disability & pensions for dependents of employees who die as a result of such accidents or diseases. **Appeals** on WCB decisions may be made under the Act. The Board is entirely financed by employer assessments, which also underwrite the safety education programs of nine accident-prevention associations. The Board's head office is at 2 Bloor St. East, Toronto; its Hospital & Rehabilitation Centre is in Downsview. The board has a library (965-8725), films (965-8722), two information offices in Toronto & area offices in 12 other Ontario cities (listed in the Appendix). The WCB reports to the Legislature through the Minister of Labour.

## APPRENTICESHIP

416-965-4211

COLL UNIV, INDUSTRIAL TRAINING BR is responsible for the delivery of the ministry's Industrial training (manpower training ) programs. The branch is involved in training and retraining men and women for employment in industry through several programs: **apprenticeship** including on-the-job-training, full and part-time training of adults already in the labour force, short-term training-in-industry programs and trade certification. Contact local Industrial Training Office listed in the Appendix. For information on regulated trades see Coll Univ Industrial Training Br Trades. The Branch administers the Ontario Career Action Program (OCAP), designed to assist unemployed youth (between 16 and 24 yrs.) in finding gainful employment. Application forms available at local Canada Employment Centre. OCAP Administration Office in Queen's Park is at 965-0668.

416-965-4211

COLL UNIV, INDUSTRIAL TRAINING BR, TRADES. The branch conducts industrial training or **apprenticeship** programs for many trades under the Apprenticeship and Tradesmen's Qualification Act. Regulations under the Act set standards and conditions of training for some regulated trades. Compulsory trade certification is required for these regulated trades: construction trades (e.g., electrician, plumber, refrigeration and air conditioning mechanic, sheet metal worker, steamfitter), automotive trades (e.g., motor vehicle mechanic and related mechanics) and service trades (e.g., barber, hairdresser). Certification is voluntary for other regulated trades such as carpenters and industrial trades (e.g., machinist, tool and die maker). Contact local Industrial Training office (listed in the Appendix). See also Coll Univ Industrial Training Br for other activities of this branch.

416-965-6407

COLL UNIV, INFORMATION RESOURCES BR. Information Services Section performs duties described in first entry under Information Service, particularly as they relate to the Ontario Student Assistance Program (student awards), **apprenticeship** (manpower training ), and post-secondary educational institutions such as universities, Ryerson Polytechnical Institute, Ontario College of Art, Colleges of Applied Arts and Technology, and registered private vocational schools. The Library Services Section (965-1451) runs a specialized library and provides reference services. The Data Systems Section maintains statistics on enrolment of students in post-secondary educational institutions throughout the province and provides statistical data support for the ministry's planning, policy-making and administrative activities. The Review and Development Section provides the ministry with consulting services related to design, development and implementation of research projects.

## APPROVED HOMES

Approved Homes are private homes which operate under the supervision of provincially-operated (Schedule I) mental retardation facilities. Facility residents are placed in these homes under the Developmental Services Act. For information on mental retardation facilities, see Comm Soc Mental Retardation Facility Services.

## ARBITRATION

416-965-1455

**CIV SERV, PUBLIC SERVICE APPEAL BOARDS.** The Public Service Grievance Board and the Public Service Classification Rating Committee (965-1455) are tribunals which hear appeals about grievances of employees of the Ontario Public Service regarding dismissal, working conditions and job classification. The Crown Employees Grievance Settlement Board (598-0688) hears grievances arising in the various bargaining units represented by the Ontario Public Service Employees Union (OPSEU), the Ontario Liquor Boards Employees Union, the Workmen's Compensation Board Employees Union, and the Ontario Housing Employees Union. The Ontario Public Service Labour Relations Tribunal (598-0688) hears appeals re union representation, jurisdiction, union dues, bargaining units, etc., and generally administers the Crown Employees Collective Bargaining Act, 1972 (amended). **Arbitration** Boards (ad hoc) hear and adjudicate disputes between employees and unions re wages, collective agreements.

416-965-4151

**LABOUR, ONTARIO LABOUR RELATIONS BOARD** administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for employers & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes **Arbitration** Act for employees in hospitals; Colleges Collective Bargaining Act. Also administers unfair declarations of strikes and lockouts and consents to prosecute under the School Boards and Teachers Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade unions and construction industry employer organizations; investigates unfair labour practice by unions and employers; rules on the legality of strikes and lockouts; conducts **arbitration** hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

416-965-5669

**LABOUR, ONTARIO LABOUR-MANAGEMENT ARBITRATION COMMISSION** approves persons as chairmen of **Arbitration** Boards and as single arbitrators, dealing with rights disputes between employers and employees with collective agreements only, and with interest disputes in hospitals under the Hospital Labour Disputes **Arbitration** Act. Performs administrative functions for **arbitration** boards, e.g. sells copies of arbitration awards; sponsors training programs for arbitrators; cooperates in publication of Labour Arbitration Cases covering awards throughout Canada. The Ontario Labour-Management Arbitration Commission publishes a monthly bulletin summarizing all awards received by the Commission.

416-965-3348

**SOL GEN, ONTARIO POLICE ARBITRATION COMMISSION** under Section 39(6) A, B, C, D, E of the Police Act is responsible for monitoring and evaluating the effectiveness of the police **arbitration** system and making recommendations for its improvement.

## ARCHAEOLOGICAL

Archaeological, see also Cult & Rec Royal Ontario Museum.

416-965-1432

**CULT & REC, CONSERVATION REVIEW BOARD** holds hearings at request of municipality if owners object to municipal designation of property for historical or architectural conservation. The Board reports its opinion to the municipal council. Hearings are also held

where Minister proposes to refuse issuance of **archaeological** licence or designates **archaeological** or historic sites.

416-965-5727

CULT & REC, HERITAGE TRUST BR develops the arrangements and agreements leading to the donation to or purchase by the Ontario Heritage Foundation of buildings of historical or architectural value, parkland of scenic, recreational or **archaeological** interest, conservation easements on such property, items of **archaeological** importance and works of art. Following acquisition, arrangements are made for architectural conservation or restoration where necessary, as well as for custody, use or display.

416-965-4490

CULT & REC, HISTORICAL PLANNING AND RESEARCH BR provides research and information on built (i.e., man-made) heritage (historical) and **archaeological** resources to assist in the planning and development of Ontario government programs (e.g. environmental assessments for land use planning). Publishes research reports, planning documents and public information brochures. Advises and works with community groups and individuals on **archaeological** and other heritage conservation projects. Provides professional support to the Ontario Heritage Foundation in making grants to assist archaeological projects. Maintains a provincial **archaeological** data bank & coordinates response to inquiries on new discoveries. Deals with emergency situations to rescue threatened heritage sites. Issues & answers inquiries about **archaeological** licences. Regional archaeologists are listed in the Appendix.

416-965-9504

CULT & REC, ONTARIO HERITAGE FOUNDATION advises the Minister of Culture & Recreation on issuing **archaeological** licences and on designating significant **archaeological** and historic sites. Provides grants to encourage innovative new work in archaeology and to help complete artifact analysis. Provides grants or loans for architectural conservation to encourage renovation of buildings of historical or architectural significance. Erects historical plaques which recognize people, places, buildings and events of significance to the history of the province. Acquires, usually by donation, heritage properties, parkland, works of art and historical artifacts.

## ARCHITECTS

416-965-2740

PROFESSIONAL ORGANIZATIONS COMMITTEE was formed in 1976 to study the administration of statutes dealing with certain professional and self-governing organizations in order to suggest legislation setting the legal framework within which these professions are to operate. The particular statutes being reviewed are **Architects** Act, Law Society Act (governing lawyers), Notaries Act (notaries public), Professional Engineers Act and Public Accountancy Act.

## ARCHITECTURAL CONSERVATION

416-965-1432

CULT & REC, CONSERVATION REVIEW BOARD holds hearings at request of municipality if owners object to municipal designation of property for historical or **architectural conservation**. The Board reports its opinion to the municipal council. Hearings are also held where Minister proposes to refuse issuance of archaeological licence or designates archaeological or historic sites.

416-965-4021

CULT & REC, HERITAGE ADMIN BR, ARCHITECTURAL Conservation Section provides technical support to the Ontario Heritage Foundation for its grants or loans programs which encourage **architectural conservation** or preservation of buildings of historical and/or architectural significance. Helpful advice on preservation is offered to organizations and individuals, including assistance with the establishment of Local **Architectural Conservation** Advisory Committees (LACAC) and programs. See also Cult & Rec: Heritage Admin Br Museums and Heritage Admin Br Historical for other activities of the branch.

416-965-5727

CULT & REC, HERITAGE TRUST BR develops the arrangements and agreements leading to the donation to or purchase by the Ontario Heritage Foundation of buildings of historical or architectural value, parkland of scenic, recreational or archaeological interest, conservation easements on such property, items of archaeological importance and works of art. Following acquisition, arrangements are made for **architectural conservation** or restoration where necessary, as well as for custody, use or display.

416-965-9504

CULT & REC, ONTARIO HERITAGE FOUNDATION advises the Minister of Culture & Recreation on issuing archaeological licences and on designating significant archaeological and historic sites. Provides grants to encourage innovative new work in archaeology and to help complete artifact analysis. Provides grants or loans for **architectural conservation** to encourage renovation of buildings of historical or architectural significance. Erects historical plaques which recognize people, places, buildings and events of significance to the history of the province. Acquires, usually by donation, heritage properties, parkland, works of art and historical artifacts.

## ARCHIVES

Archives of Ontario, see also Cult & Rec Festival Ontario.

416-965-4030

CULT & REC, **ARCHIVES OF ONTARIO** acquires significant unpublished documents to preserve Ontario's historical heritage and to retain information of long-term operational value to government ministries. Obtains from Ontario government agencies through statutory control, important non-current records, and from other sources through donation or purchase, any important historical manuscripts, maps, pictures, photographs, early newspapers. Maintains a conservation laboratory for document restoration of archives' holdings. Operates a library (965-4039) and public reading room for those doing historical, administrative, legal or other research. Welcomes information on the location of historical material. Also advises and assists ministries and agencies on economic and efficient records management, forms control, microrecording, correspondence, reports. Coordinates Records Management training courses (965-2187).

## ARDA

416-965-7661

AG & FOOD, RURAL DEVELOPMENT BR administers federal-provincial programs for farm and rural development including the Agricultural and Rural Development Agreement (**ARDA**) and General Development Agreement (GDA) subsidiaries. Manages programs which make available to farmers guaranteed bank loans, and the Industrial Milk Production Incentive, Labrusca Grape Conversion, Greenhouse Growers Storm Damage Assistance and Ontario Young Farmers Credit programs. Administers the Ontario Junior Farmer

Establishment Loan Corporation. Contact Ministry's county or district office listed in the Appendix.

## ART

Art, see Arts. Art in Ontario Government buildings, see Govt Serv Planning & Design Services Br.

## ART GALLERIES

Art Galleries, see also Art Gallery of Ontario, McMichael Canadian Collection. For information on exhibits at the Macdonald Block Gallery in Queen's Park, see Intgov Aff Protocol Services Br.

416-965-5399

CULT & REC, CAPITAL SUPPORT UNIT coordinates capital support programs of the ministry. These include capital grants (965-8433) for community recreation centres, sports facilities, arts facilities such as theatres and **art galleries**, exhibition spaces, museums, heritage conservation projects, facilities for libraries and multicultural centres. Planning & Technical Services Section (965-3034) is responsible for policy development, priority setting and program planning and evaluation of the Ministry's capital grants programs. It also provides Capital Support Unit, Ministry field offices and clients (municipalities, community groups) with planning and technical advice and information on the development of cultural and recreational facilities. Contact Field Offices listed in the Appendix.

416-961-1660

CULT & REC, ONTARIO ARTS COUNCIL promotes the study, enjoyment of, and production of works in the arts. Provides grants in response to written applications from performing and creative arts groups and individuals such as theatre and dance companies, orchestras and concert societies, **art galleries** and schools, publishing houses and periodicals, local and regional arts councils and festivals, arts service groups and community arts projects. Individual artists, e.g. painters, sculptors, playwrights, composers, writers, poets, makers of films and photographers may also apply. The Council has officers on staff who represent various art disciplines and pursuits. Other programs include Creative Artists In Schools (CAIS) and ONTOUR which assists concert artists, soloists, performing groups, and groups that sponsor local appearances. The Ontario Arts Council is concerned with the development of local and regional arts resources, and Franco-Ontarian community arts.

416-965-6256

CULT & REC, PUBLIC ART GALLERIES GRANTS Program, part of Arts Services Branch, assists eligible non-profit community **art galleries** through grants for basic operating and administrative expenditures. Galleries must meet eligibility criteria and provide detailed financial and gallery operations information. Applications available through main office or field offices listed in the Appendix. **Art galleries** may also apply to Ontario Arts Council for help with program and exhibition expenses.

## ART GALLERY OF ONTARIO

416-361-0414

CULT & REC, ART GALLERY OF ONTARIO cultivates and advances the cause of visual arts in Ontario with programs, lectures and films on the origin, development, appreciation and techniques of the visual arts. Exhibits works of art from its permanent collection and invitational and loan exhibitions in the art gallery and The Grange, a restored historic Toronto house. Circulates exhibitions to Ontario communities. Offers an art rental service,

art book shop, audio-visual library, art reference library, art classes, tours and speakers bureau.

## ART RENTAL

Art Rental, see Cult & Rec Art Gallery of Ontario

## ARTICLES OF AMENDMENT

Articles of Amendment, see CCR Companies Services Br.

## ARTICLES OF INCORPORATION

Articles of Incorporation, see Incorporation

## ARTIFACTS

Artifacts, see Ontario Heritage Foundation, also Royal Ontario Museum, Ag & Food Ontario Agricultural Museum.

## ARTIFICIAL LIMBS

Artificial Limbs, see Prosthetics.

## ARTISTS

416-965-6509

CULT & REC, CULTURAL EXCHANGE PROGRAM, part of Arts Services Branch, provides information and/or grants to community associations, individual **artists** and arts groups involved in interprovincial or international cultural exchanges. A variety of cultural exchanges between Ontario and Quebec are assisted under the auspices of the Ontario-Quebec Permanent Commission.

416-893-1121

CULT & REC, McMICHAEL CANADIAN COLLECTION, an art gallery in a beautiful setting in Kleinberg has an extensive collection of the works of Canadian **artists** including Tom Thompson, Emily Carr, David Milne, Clarence Gagnon, J. W. Morrice and the Group Of Seven. Original Group of Seven members were A. Y. Jackson, Lawren Harris, J. E. H. MacDonald, Franklin Carmichael, Arthur Lismer, Frederick H. Varley, Frank H. Johnston. A. J. Casson, Edwin Holgate and LeMoine FitzGerald joined later. Also included are works of art by native peoples. The collection is open every afternoon except Monday. All mornings and all day Monday are reserved for school tours by appointment.

416-961-1660

CULT & REC, ONTARIO ARTS COUNCIL promotes the study, enjoyment of, and production of works in the arts. Provides grants in response to written applications from performing and creative arts groups and individuals such as theatre and dance companies, orchestras and concert societies, art galleries and schools, publishing houses and periodicals, local and regional arts councils and festivals, arts service groups and community arts projects. Individual **artists**, e.g. painters, sculptors, playwrights, composers, writers, poets, makers of films and photographers may also apply. The Council has officers on staff who represent various art disciplines and pursuits. Other programs include Creative **Artists** In Schools (CAIS) and ONTOUR which assists concert **artists**, soloists, performing groups, and groups that sponsor local appearances. The Ontario Arts Council is concerned with the development of local and regional arts resources, and Franco-Ontarian community arts.

## ARTS

416-361-0414

CULT & REC, ART GALLERY OF ONTARIO cultivates and advances the cause of visual arts in Ontario with programs, lectures and films on the origin, development, appreciation and techniques of the visual arts. Exhibits works of art from its permanent collection and invitational and loan exhibitions in the art gallery and The Grange, a restored historic Toronto house. Circulates exhibitions to Ontario communities. Offers an art rental service, art book shop, audio-visual library, art reference library, art classes, tours and speakers bureau.

416-965-6256

CULT & REC, ARTS SERVICES BR develops policies and programs to encourage excellence in the arts and wider participation in arts activities. Provides operating grants to provincial cultural institutions and agencies, provincial arts service organizations, certain arts training institutions, and to public art galleries as described under Cult & Rec Public Art Galleries Grants. Administers the Wintario Non-Capital Arts Program. Provides grants for cultural exchange programs between Ontario and other provinces and countries as described under Cult & Rec Cultural Exchange Program. Coordinates the Outreach Ontario and Festival Ontario programs also listed individually in this Index. Contact main office or field offices listed in the Appendix.

416-965-5399

CULT & REC, CAPITAL SUPPORT UNIT coordinates capital support programs of the ministry. These include capital grants (965-8433) for community recreation centres, sports facilities, arts facilities such as theatres and art galleries, exhibition spaces, museums, heritage conservation projects, facilities for libraries and multicultural centres. Planning & Technical Services Section (965-3034) is responsible for policy development, priority setting and program planning and evaluation of the Ministry's capital grants programs. It also provides Capital Support Unit, Ministry field offices and clients (municipalities, community groups) with planning and technical advice and information on the development of cultural and recreational facilities. Contact Field Offices listed in the Appendix.

416-595-5281

CULT & REC, CJRT-FM provides educational opportunities for the citizens of Ontario by offering university level credit courses as well as programming designed to provide a better understanding and appreciation of such fields of interest as the arts, music and literature. All program content including the open sector programming is presented in a non-commercial format.

416-965-6509

CULT & REC, CULTURAL EXCHANGE PROGRAM, part of Arts Services Branch, provides information and/or grants to community associations, individual artists and arts groups involved in interprovincial or international cultural exchanges. A variety of cultural exchanges between Ontario and Quebec are assisted under the auspices of the Ontario-Quebec Permanent Commission.

416-965-6509

CULT & REC, FESTIVAL ONTARIO, under the Arts Services Branch coordinates exhibits from major cultural and arts institutions (e.g.: Art Gallery of Ontario, Royal Ontario Museum, Ontario Science Centre, Ontario Educational Communications Authority, Ontario Arts Council, Archives of Ontario, Ontario Film Theatre, Royal Botanical Gardens, McMichael Canadian Collection, etc.) and makes these available free of charge to communities to augment festivals or special events. Festival Ontario does not organize

festivals but assists at the request of communities. Contact main office or regional offices listed in the Appendix.

416-961-1660

**CULT & REC, ONTARIO ARTS COUNCIL** promotes the study, enjoyment of, and production of works in the **arts**. Provides grants in response to written applications from performing and creative **arts** groups and individuals such as theatre and dance companies, orchestras and concert societies, art galleries and schools, publishing houses and periodicals, local and regional **arts** councils and festivals, **arts** service groups and community arts projects. Individual artists, e.g. painters, sculptors, playwrights, composers, writers, poets, makers of films and photographers may also apply. The Council has officers on staff who represent various art disciplines and pursuits. Other programs include Creative Artists In Schools (CAIS) and ONTOUR which assists concert artists, soloists, performing groups, and groups that sponsor local appearances. The Ontario Arts Council is concerned with the development of local and regional **arts** resources, and Franco-Ontarian community arts.

416-965-6763

**CULT & REC, RESOURCE CENTRE** and Library under the Communications Br maintains an up-to-date collection of books, pamphlets, films, video-tapes and teaching materials which are made available to all Ministry staff and any community organization involved in cultural or recreational programs. These materials cover various subjects such as community development, multiculturalism, informal education, language training, recreation, leisure, retirement planning, human relations, prejudice, theatre, **arts** and crafts, native peoples, disabilities, librarianship, volunteerism. Staff can assist in searching materials. Contact Resource Centre in Toronto; other areas contact field offices listed in the Appendix.

416-978-3690

**CULT & REC, ROYAL ONTARIO MUSEUM**, incorporating the Canadiana collections (978-6738) at 14 Queen's Park Crescent West and the McLaughlin Planetarium (978-8558), is the largest of Canada's public museums and a major research institution with excellent collections in 20 departments. These include the **arts**, archaeology (e.g. Chinese, Egyptian) and the sciences (e.g. Mammalogy, Mineralogy, Entomology, Ornithology, Vertebrate Palaeontology). The departments identify objects related to their fields such as birds, insects, works of art, artifacts, etc. for information only, not for financial ends (write or call for appointment). The ROM offers tours, a Discovery Room (inviting public participation when viewing exhibits), travelling exhibitions, museumobiles, a Speakers Bureau, lectures and art instruction, showings of films, clubs for senior citizens and children. The ROM is at 100 Queen's Park Cres., Toronto.

416-965-2390

**CULT & REC, WINTARIO GRANTS Information Office**, part of the Communications Br, is an information service for the Wintario Grants Program. Net profits from Wintario are available to non-profit community groups, organizations, municipalities and Indian Band Councils for capital and non-capital projects concerning sports, recreation, fitness, **arts**, heritage, public libraries, multiculturalism and citizenship and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

## ASPHALT

Asphalt (highway construction), see Tr & Comm Engineering Materials Office and Tr & Comm Engineering Research & Development Br.

## ASSESSMENT

416-965-7574

ATT GEN, ASSESSMENT REVIEW COURTS hear complaints against realty and business **assessment** based on real property valuation for municipal tax purposes. For further information on real property **assessment**, see Revenue Assessment Field Operations Branch listed in this index. Contact Municipal Office locally for questions on property taxation and rates. For **assessment** complaints, contact Regional Registrar of Assessment Review Court (see Appendix for list of offices).

416-965-1912

ATT GEN, ONTARIO MUNICIPAL BOARD performs a quasi-judicial function in the implementation of sound municipal development. Hears applications for approval of zoning by-laws, official plans and plans of subdivisions referred by the Ministry of Housing and appeals as provided under the Planning Act and under the **Assessment** Act. The Ontario Municipal Board supervises certain financial and other affairs of municipalities with respect to applications for capital expenditures and the issuance of orders creating, altering or dissolving municipalities.

416-965-1062

NAT RES, MINE TAX ASSESSMENT Section under the Mineral Resources Br issues annual **assessment** (tax) notices to Ontario mining companies on the basis of profit. Administers the Mining Tax Act.

416-965-1681

REVENUE, ASSESSMENT FIELD OPERATIONS BR, through regional offices throughout Ontario (listed in the Appendix) implements the real property **assessment** program and undertakes the annual enumeration program for municipalities, which produces municipal voters lists, lists of persons who can be called for jury duty, identification of supporters for schools and census data. The branch is also responsible for assessments prepared for the Provincial Land Tax. The branch serves municipal governments, other Ontario ministries which use data as basis for distribution of municipal grants, and other programs. Inquiries re property taxation, tax certificates, municipal voters lists, school support and municipal population should be referred to the Clerk or Treasurer of the appropriate municipality.

416-965-5189

REVENUE, ASSESSMENT STANDARDS BR. The Ministry of Revenue, under the **Assessment** Act, assesses the value of real property in Ontario, which **assessment** local governments use as basis for property taxation. The Assessment Standards Branch develops, maintains and implements valuation methods; standardizes valuation procedures; provides training of assessment personnel (965-3905) and conducts related technical research (965-3305).

416-965-2099

REVENUE, COMMUNICATIONS GROUP provides information service concerning programs and policies to the media, the public and internal branches. For description of information services function, see first entry under Information Service. Participates in development of Ministry bilingual programs. Maintains a newspaper clipping service and library (965-3892) covering aspects of tax, property **assessment**, public finance, legislation and government and business administration.

**ASSETS DISPOSAL**

Assets Disposal (Ontario Government surplus equipment), see Govt Serv Supply Administration Br.

**ASSIGNMENT OF BOOK DEBTS**

Assignment of Book Debts, see CCR Personal Property Registration Br.

**ASSISTED RENTAL HOUSING**

Assisted Rental Housing, see Rent-Geared-to-Income.

**ATHLETES**

416-965-6546

CULT & REC, SPORTS SERVICES SECTION, Sport, Fitness & Recreation Services Br encourages participation in sports for individual enjoyment. Promotes competition in multi-sports games (e.g., Regional & Prov'l; Ont. Summer & Winter Games for the able bodied & the disabled). Provides administrative, consultative services & grants to provincial sport governing bodies (965-4591). The Ontario Sports Admin. Centre (964-8655), a private organization that provides administrative services for these governing bodies, is funded by this Ministry. Sports Awards Program honors accomplishments of **athletes** & citizens in amateur sports. Coaching Development Program improves calibre of leadership in amateur sport through coaches & officials. Ontario Sports Travelcade takes sports & fitness resources around Ontario to help raise level of expertise of **athletes** & coaches. Ontario Elite Athlete Assistance Program provides limited financial assistance to selected amateur **athletes** for training & competition.

**ATHLETICS COMMISSIONER**

416-963-0844

CCR, **ATHLETICS COMMISSIONER** regulates professional boxing and wrestling in Ontario. Issues licences to professional boxers (including promoters and managers) and wrestlers.

**ATT GEN ASSESSMENT REVIEW COURT**

416-965-7574

ATT GEN, ASSESSMENT REVIEW COURTS hear complaints against realty and business assessment based on real property valuation for municipal tax purposes. For further information on real property assessment, see Revenue Assessment Field Operations Branch listed in this index. Contact Municipal Office locally for questions on property taxation and rates. For assessment complaints, contact Regional Registrar of Assessment Review Court (see Appendix for list of offices).

**ATT GEN AUDIT SERVICES BR**

416-965-4223

ATT GEN, AUDIT SERVICES BR is responsible for the Ministry's audit functions. For a description of activities see the first entry under Audit. The branch also administers the Defaulted Fines Control Centre (driver's licence suspension system). Contact 965-3711, 965-9012 or 965-0296.

**ATT GEN BLIND PERSONS RIGHTS ACT**

416-965-7503

ATT GEN, BLIND PERSONS RIGHTS ACT of 1976 provides that blind persons shall not be denied accommodation, occupancy, services or facilities, or discriminated against because he or she keeps or is accompanied by a guide dog. An identification card is issued upon written application as prima facie proof that the blind person and his or her dog are entitled to the provisions of this Act.

**ATT GEN BOARD OF NEGOTIATION**

416-965-2867

ATT GEN, BOARD OF NEGOTIATION may act as a mediator to negotiate a settlement when property is expropriated and no agreement can be reached on compensation for the expropriation. Either the property owner or the expropriating authority can request the services of the Board of Negotiation.

**ATT GEN BOARD OF VALUATION**

416-965-2867

ATT GEN, BOARD OF VALUATION. Where a power exercised under the Power Corporation Act does not constitute an expropriation or injurious affection, compensation shall be paid to the property owner for all damage, and when no agreement is arrived at as to amount of compensation to be paid to the owner, the Board of Valuation shall determine compensation for such property damage. If either the owner or the Corporation is dissatisfied with the amount fixed, appeals may be made to the Ontario Municipal Board.

**ATT GEN COMMON LEGAL SERVICES**

416-965-2535

ATT GEN, COMMON LEGAL SERVICES is responsible for provision of lawyers to the ministries of the Ontario Government. Coordinates and assists in general legal advice to these ministries. This office also functions as Chief Inquiry Officer under the Expropriations Act, appointing and providing liaison with inquiry officers throughout the province who hear concerns from the public on specific expropriation cases.

**ATT GEN COMMUNICATIONS BR**

416-965-9111

ATT GEN, COMMUNICATIONS BR provides information service for the Ministry of the Attorney General. For a description of activities see first entry under Information Service.

**ATT GEN COUNTY AND DISTRICT COURTS**

416-965-7351

ATT GEN, COUNTY AND DISTRICT COURTS have jurisdiction in both civil and criminal cases. Jurisdiction in civil cases is determined by nature of action and by amount claimed; in general the limit is \$7,500. Statutes under which the courts handle proceedings include: Landlord and Tenant, Change of Name (applications for name changes), Unconscionable Transactions Relief Act (excessive cost of loans) and Mental Incompetency (rights of the mentally incompetent). Persons rarely appear without legal counsel and in many cases either party may require trial by judge and jury. Criminal jurisdiction involves handling of trials, with or without jury, of all indictable offences with the exception of murder, piracy on the high seas and sedition. For inquiries in the Judicial District of York, contact County Court Clerk, 965-7351. Elsewhere, contact appropriate county or district court.

**ATT GEN COURTS ADMINISTRATION PROGRAM**

416-965-5184

ATT GEN, COURTS ADMINISTRATION PROGRAM manages the Civil and Criminal courts in Ontario and is involved with the implementation of French language services in Ontario courts. Ensures provision of adequate administrative services to county, Surrogate Court and Supreme Court of Ontario offices, including direction to sheriffs and bailiffs, court registrars and clerks (965-1524). Manages small claims courts and provides direction to small claims courts bailiffs and clerks (965-7945). Manages provincial (criminal and family) court offices (965-0916). Provides courts and office accommodation planning (965-8453). Handles court reporting services (965-2399). Regulates appointments of justices of the peace, notaries public and commissioners of oaths or affidavits (965-2848).

**ATT GEN CRIMINAL INJURIES COMPENSATION BOARD**

416-965-4755

ATT GEN, CRIMINAL INJURIES COMPENSATION BOARD provides compensation to eligible applicants when a person in Ontario is injured or killed as the result of an unprovoked crime of violence.

**ATT GEN CROWN ATTORNEYS**

416-965-5879

ATT GEN, CROWN ATTORNEYS System supervises Crown Attorneys in 47 districts and counties throughout Ontario. Provides consultation with Crown Attorneys with respect to particular criminal matters. Responsible for hiring Crown staff. Consults with other ministries on administrative matters, e.g. Crown Attorneys' office accommodation.

**ATT GEN CROWN ATTORNEYS' OFFICE**

416-965-7338

ATT GEN, CROWN ATTORNEYS' OFFICE, Judicial District of York prosecutes all Criminal Code of Canada offences occurring within this Judicial District. Crown Attorneys inform police, lawyers and the public on general matters related to such offences. Members attend coroners' inquests as agents for the Solicitor General. The office supervises prosecutions of Highway Traffic Act offences in Provincial Courts within the Judicial District. Office activities include keeping of County Court Clerk's records, issuance of court papers and subpoenae, preparation of probation orders, collection of fines and restitution, holding bail monies for disposition, issuance of bailiff's licence and investigating complaints against bailiffs. Inquiries on these matters outside the Judicial District of York should be referred to the Crown Attorney for the appropriate county or judicial district.

**ATT GEN CROWN LAW OFFICE CIVIL**

416-965-2831

ATT GEN, CROWN LAW OFFICE, CIVIL LAW provides the Ontario Government with civil litigation in all levels of courts, boards and tribunals. Provides professional advice and legal opinions to all government ministries, agencies and tribunals on a variety of subjects involving interpretation of provincial statutes. Examines applications for judicial review to determine if an intervention will be made on behalf of the Attorney General. Deals with claims for and against the Crown. Answers inquiries from the public on statutes administered by this ministry. Acts for the Queen's Proctor in divorce matters. The Constitutional Law Branch of this office handles cases involving constitutional questions.

**ATT GEN CROWN LAW OFFICE CRIMINAL**

416-965-0650

ATT GEN, CROWN LAW OFFICE, CRIMINAL LAW is responsible for the preparation and argument of all criminal appeals in indictable offences in the province, whether the Crown is the Respondent or the Appellant. Conducts special prosecutions. The branch deals with the judiciary, Crown attorneys, the police and the public.

**ATT GEN FAMILY LAW REFORM ACT 1978**

ATT GEN, FAMILY LAW REFORM ACT, 1978 is intended to encourage and strengthen the role of the family in Ontario. It recognizes marriage as an equal partnership with each partner entitled to equitable division of assets and having equal responsibilities for supporting family members. It also extends the rights and obligations of couples who live in common law unions. Provides for the creation of domestic contracts by those who want to make their own agreements and improves the status of children by abolishing the legal concept of illegitimacy. Copies of a pamphlet and a booklet with some detailed explanation of the law, including a copy of the Act, are available from the Ontario Government Bookstore at 880 Bay St., Toronto; or by writing to the Publications Centre, 880 Bay St., Toronto, Ontario, M7A 1N8.

**ATT GEN FINANCE & SERVICES BR**

416-965-1291

ATT GEN, FINANCE & SERVICES BR, in addition to the usual financial management and accounting functions provides the ministry with administrative services. For descriptions of functions, see first entries under Administrative Services and Accounting.

**ATT GEN INFORMATION & COMPUTER SYSTEMS BR**

416-965-6664

ATT GEN, INFORMATION & COMPUTER SYSTEMS BR provides a variety of systems development services related to the application of data processing and manual information systems. Assists the Ministry's program delivery areas through project management, feasibility studies and systems analysis, design and programming, including evaluation of computer software and hardware alternatives.

**ATT GEN LAND COMPENSATION BOARD**

416-965-1012

ATT GEN, LAND COMPENSATION BOARD determines compensation for land taken either through expropriation by a Statutory Authority or through consent to arbitration under Ontario legislation, for damages for injurious affection to land caused by a Statutory Authority, for personal and business damages, and for disturbance damages. The Land Compensation Board provides information on arbitration proceedings for compensation and related matters.

**ATT GEN LEGISLATIVE COUNSEL SERVICES**

416-965-2841

ATT GEN, LEGISLATIVE COUNSEL SERVICES provides legislative advisory services to members of provincial parliament (MPP), government Ministers and Ministries. Drafts legislation (bills and regulations), prepares annual books of statutes and files and publishes regulations. Translates selected statutes and regulations into French and publishes them. For information on statutes contact 965-2841; on regulations, contact 965-2854; on French translations contact 961-8710.

**ATT GEN METRO TORONTO FORENSIC SERVICE (METFORS)**

416-535-8501

ATT GEN, METRO TORONTO FORENSIC SERVICE (METFORS) performs psychiatric assessments of persons who have been arrested due to criminal offences and are suspected of being mentally ill. Examinations are ordered by the Court and conducted prior to bail. Also assesses and treats those persons who have demonstrated signs of mental illness while in jail awaiting trial. METFORS is funded by the Ministry of the Attorney General, staffed by professionals in the field and run by a board of representatives from the Clarke Institute and the Ministries of the Attorney General, Health and Correctional Services. Located at 999 Queen St. W. it serves only courts within Metro Toronto.

**ATT GEN NATIVE COURT WORKER PROGRAM**

416-484-1411

ATT GEN, NATIVE COURT WORKER PROGRAM, Programs Admin Div, was initiated in 1972 by the Province of Ontario and the Federal government to meet the needs of native peoples who may be at a disadvantage when appearing before the courts. The Ontario Federation of Indian Friendship Centres is responsible for operating the program in 20 centres throughout the province.

**ATT GEN OFFICIAL GUARDIAN**

416-965-1865

ATT GEN, OFFICIAL GUARDIAN represents the civil rights of persons under a legal disability usually children under 18 years of age or the mentally incompetent, as well as unborn and absentee persons. The Official Guardian also makes recommendations to the Court regarding the care, custody and maintenance of children in divorce cases, and provides legal representation for children in protection and custody cases.

**ATT GEN ONTARIO LAW REFORM COMMISSION**

416-965-4761

ATT GEN, ONTARIO LAW REFORM COMMISSION inquires into any matter relating to law reform, the administration of justice, judicial and quasi-judicial procedures. The Ontario Law Reform Commission conducts legal research to carry out these functions.

**ATT GEN ONTARIO MUNICIPAL BOARD**

416-965-1912

ATT GEN, ONTARIO MUNICIPAL BOARD performs a quasi-judicial function in the implementation of sound municipal development. Hears applications for approval of zoning by-laws, official plans and plans of subdivisions referred by the Ministry of Housing and appeals as provided under the Planning Act and under the Assessment Act. The Ontario Municipal Board supervises certain financial and other affairs of municipalities with respect to applications for capital expenditures and the issuance of orders creating, altering or dissolving municipalities.

**ATT GEN PERSONNEL MANAGEMENT BR**

416-965-2552

ATT GEN, PERSONNEL MANAGEMENT BR performs the personnel functions for the Ministry of the Attorney General. For a description of branch activities, see first entry under Personnel.

**ATT GEN PLANNING AND EVALUATION BR**

416-965-6618

ATT GEN, PLANNING AND EVALUATION BR advises and assists ministry program managers in developing and implementing systems which measure performance to ensure full use of resources and good service delivery.

**ATT GEN POLICY DEVELOPMENT DIV**

416-965-6271

ATT GEN, POLICY DEVELOPMENT DIV duties include: research into and analysis of all aspects of the administration of justice in Ontario, continual review of the statutes administered by the ministry, developing its legislative program, and advising the Attorney General and his Deputy on the progress of bills during legislation. Operates the ministry library (965-4714) which serves the Crown Law Office and district and county Crown Attorneys.

**ATT GEN PROVINCIAL COURTS CRIMINAL DIV**

ATT GEN, PROVINCIAL COURTS, CRIMINAL DIV, presided over by judges appointed by the Ontario government, deal with approximately 90% of all criminal cases under the Criminal Code of Canada, all offences under the Statutes of Ontario and of Canada and all offences arising from infraction of local by-laws of municipalities and their boards. A person accused of an indictable offence which is not in the absolute jurisdiction of a judge of the Provincial Court and not one customarily tried before the High Court of Justice may elect to be tried before a County or District Court Judge sitting either alone or with a jury. Contact local County or District Court.

**ATT GEN PROVINCIAL COURTS CRIMINAL DIV METRO**

416-965-7523

ATT GEN, PROVINCIAL COURTS CRIMINAL DIV, METRO Toronto deal with all criminal charges under the federal and provincial statutes and by-laws of the Municipality of Metropolitan Toronto and its boroughs (e.g. traffic violations). Parking tags issued by the Metro Police are payable at the Court offices (965-7534 if paid in person; 965-7515 if paid by mail). Summons Issuance (965-2177) issues summonses for minor criminal and liquor law violations. For inquiries re: payment of fines following conviction and driver's licence suspension for non-payment of fines, call 965-7537. For bail procedures to release a person from custody contact Justice of the Peace of the court's branches or the Bail Office (965-7522). Civil marriages are performed Monday to Friday, appointments to be made in person and in advance (965-7227). Contact Central Court at 60 Queen St. W. (965-7523) or area courts: Metro North (663-5440), Metro East (757-3686), Metro West (252-7891). There are four Traffic Tribunals: North York (226-5440), York (248-3705), Metro East (757-3686) and Metro West (252-7891).

**ATT GEN PROVINCIAL COURTS FAMILY DIV**

416-963-0667

ATT GEN, PROVINCIAL COURTS FAMILY DIV deal with Domestic Law (support orders for men, women & children); Child Welfare Law (child welfare, adoption & protection for neglected children); & Juvenile Law (Juveniles, between 7 and 16 yrs); assaults between members of a family. For Chief Judge's office phone 965-3214. There is a court in each county, region or municipality. In the Judicial District of York the courts are: 311 Jarvis St., 963-0667; Scarborough, 755-9209; Etobicoke, 236-2553; North York, 226-5031 and Newmarket, 895-8661. Child welfare cases are commenced by the local Children's Aid Societies. The police usually lay juvenile delinquency charges but any person aggrieved

criminally (e.g. property damage, trespass, assault) by juveniles may prefer a private complaint.

### **ATT GEN PUBLIC TRUSTEE**

416-362-1331

ATT GEN, PUBLIC TRUSTEE manages estates of mentally incompetent persons (mainly those in psychiatric hospitals and facilities for the retarded). May be appointed Administrator of estates of Ontarians who die intestate without adult next-of-kin in Ontario and may manage such an estate as would a private trustee. May also be appointed Executor under a will. The Public Trustee is authorized to accept private trusts, Powers of Attorney, etc. Advises charitable organizations of legacies from wills and reviews operations of charities. Receives in trust assets of corporations undergoing dissolution. Authorized to receive funds in trust for perpetual care of cemeteries.

### **ATT GEN RACIAL ATTACK ADVICE SERVICE**

416-366-3080

ATT GEN, RACIAL ATTACK ADVICE SERVICE under the Crown Law Office, Criminal Law provides advice by telephone to victims of a racially-motivated physical assault where the police have not laid charges. Lawyers inform callers of their right to lay charges and the procedure to follow.

### **ATT GEN REFEREE OF THE SMALL CLAIMS COURTS**

416-965-5591

ATT GEN, REFEREE OF THE SMALL CLAIMS COURTS of the Judicial District of York assists people with counselling on debt problems, particularly with summonses and garnishments before and after judgment. Public must telephone for appointment and bring complete information regarding income, expenses, debts and creditors. The Small Claims Court Referee's mailing address is: 425 University Ave., Rm. 201, Toronto M5G 1T6.

### **ATT GEN SHERIFF'S OFFICE**

416-965-7491

ATT GEN, SHERIFF'S OFFICE. Sheriffs in judicial districts carry out the orders of all the courts of Ontario. Register Writs of Execution (Fieri Facias) and serve documents on behalf of members of the judiciary (e.g. appointments to jury duty), legal profession and the public. Sheriffs also call the court to order and announce the judge at the beginning of a session. Contact local Sheriff. In the Judicial District of York the Sheriff's office is located at 361 University Ave., Room 111, 965-7491.

### **ATT GEN SMALL CLAIMS COURTS**

ATT GEN, SMALL CLAIMS COURTS provide a convenient and inexpensive way of settling disputes over goods and services and collecting an outstanding debt involving claims of up to \$1,000. Procedures are informal; lawyers are not required although their services may be used. Court staff can assist in entering or defending a claim. There are 126 small claims courts in Ontario; for location or phone numbers call Courts Administration Program, 965-7945 or consult listings in local telephone directory under Government of Ontario.

### **ATT GEN SUPREME COURT OF ONTARIO**

416-363-4101

ATT GEN, SUPREME COURT OF ONTARIO, the highest civil court in the province, consists of three divisions: the High Court of Justice, the trial division; the Divisional Court

of the High Court, with jurisdiction to hear certain appeals; and the Ontario Court of Appeal, which hears only appeals and is the highest court in the province. With certain exceptions, parties before the High Court may demand a trial by judge and jury. The Family Law Division of the High Court (965-7418) handles trials of divorce actions and motions relating to disputes between husband and wife or parents and children, e.g. infant custody, maintenance and/or support. There is a local office of the Supreme Court in every county or district. The Divisional Court and Court of Appeal sit in Toronto.

**ATT GEN SUPREME COURT OF ONTARIO MASTER'S**

416-965-5578

ATT GEN, SUPREME COURT OF ONTARIO MASTER'S Office taxes bills of solicitors or lawyers. Complaints about lawyer's fees should be directed to the Weekly Court of the Supreme Court of Ontario (965-5541). If the complaint is justified the judge will order it taxed by the Master's Office.

**ATT GEN SUPREME COURT OF ONTARIO REGISTRAR'S**

416-965-5544

ATT GEN, SUPREME COURT OF ONTARIO REGISTRAR'S Office, Judicial District of York handles inquiries regarding cases commenced in this district, e.g. Bankruptcy (965-5573). For listing of divorce cases for trial contact 965-7419; for cases other than divorce contact 964-7416. The Office provides certified copies of court documents, e.g. final divorce decree (965-5563). Outside this Judicial District contact county or district Supreme Court Registrar. Although divorce and bankruptcy cases are filed with the provincial Supreme Court, these are governed by federal laws, the Canada Divorce Act and the Canada Bankruptcy Act, respectively. Questions about legal rights and advice should be referred to a lawyer.

**ATT GEN SUPREME COURT OF ONTARIO REPORTER'S**

416-965-2824

ATT GEN, SUPREME COURT OF ONTARIO REPORTER'S Office supplies shorthand reporters who provide verbatim reporting services for all trial sittings of the Supreme Court of Ontario throughout the province. Also provides written transcripts of proceedings. With rare exceptions, court transcripts are available to anyone, for a fee. The Reporter's Office serves only the Supreme Court of Ontario; lower courts have their own staff.

**ATT GEN SURROGATE COURT**

416-965-7314

ATT GEN, SURROGATE COURT probates wills of persons who die testate (with a Will), and letters of administration of persons who die intestate (without a Will). Issues letters of guardianship of persons and/or the estates of children. Processes applications for the custody of children. The Surrogate Court also handles contested claims against estates, Will trials, applications under the Succession Law Reform Act and Proof in Solemn Form of Lost Wills. Contact local Surrogate Court Registrar.

**ATTORNEY GENERAL**

Attorney General, Ministry of, see ATT GEN Branch Name.

**AUCTIONS**

Some municipalities have by-laws requiring licensing of auctioneers. Contact local municipal office.

416-965-5971

AG & FOOD, LIVESTOCK BR promotes production of livestock and high quality livestock products through management improvement programs and grants for Ontario producers. Maintains laboratories where milk samples are tested for butterfat content and a laboratory where feed samples are analyzed. This branch is responsible for acts affecting livestock producers, e.g., the Hunter Damage Compensation Act, the Artificial Insemination of Livestock Act (issuance of licences to providers of artificial insemination services for livestock), the Beef Cattle Marketing Act (licences of cattle dealers). Other acts provide for: the grading of livestock and poultry and the regulation of stock yards, licences to those who conduct **auctions** of pure-bred livestock, payment of licence fees to the Ont. Sheep Ass'n on the sales of wool. Livestock specialists are available to give management advice to producers throughout Ontario.

416-248-3178

TR & COMM, SUPPLY & SERVICES BR provides the ministry with various services. Purchasing & Supply Office (248-3361) purchases government vehicles, construction, maintenance & operating supplies & equipment. Prepares manuals, publications, maps, e.g., Ontario road maps (248-3476) & photographs for ministry and public distribution; performs records management & has a reference library (248-3591). General Services Office (248-3853) runs a garage and instrument repair service; controls movable assets. Disposal Section (248-3725) holds **auctions** of government vehicles. Tenders Section (248-3651) advertises and supplies information on construction & supply contracts; conducts openings of tenders. Special Services Office (248-3364) provides administrative services including accommodation design; establishes sites for and inspects freeway service centres; provides Ministry telecommunication & remote airport directional systems. Graphic Services Office (248-3557) provides art, display, reproduction facilities.

## AUDIT

Audit Branch in each ministry is responsible for its audit functions which include review and appraisal of ministry accounting, financial and operational controls.

416-965-3241

AG & FOOD, AUDIT SERVICES BR is responsible for the Ministry's **audit** function. For a description of the function see first entry under Audit. Also assists management by reviewing specific areas of concern and making recommendations for improvement.

416-965-4223

ATT GEN, AUDIT SERVICES BR is responsible for the Ministry's **audit** functions. For a description of activities see the first entry under Audit. The branch also administers the Defaulted Fines Control Centre (driver's licence suspension system). Contact 965-3711, 965-9012 or 965-0296.

416-963-0435

CCR, INTERNAL AUDIT is responsible for the ministry's **audit** function. For a description of the function see first entry under Audit.

416-965-3236

COLL UNIV, INTERNAL AUDIT SERVICES BR is responsible for the ministry's **audit** function. For a description of function see the first entry under Audit.

416-965-5214

COMM SOC, AUDIT SERVICES BR is responsible for the ministry's **audit** function. For a description of the function, see first entry under Audit.

416-750-3372

CORR SERV, INTERNAL AUDIT BR is responsible for the ministry's **audit** function. For a description of the function, see first entry under Audit.

416-965-9941

CULT & REC, INTERNAL AUDIT is responsible for the ministry's **audit** function. For a description of functions see first entry under Audit.

416-965-6978

ENV, INTERNAL AUDIT BR is responsible for the ministry's **audit** function. For a description of the function see the first entry under Audit.

416-965-4805

GOVT SERV, AUDIT BR is responsible for the ministry's **audit** function. For a description of the function see first entry under Audit.

416-965-4338

HEALTH, AUDIT BR is responsible for the ministry's **audit** function. For a description of the function, see first entry under Audit.

416-965-9898

HOUSING, AUDIT OPERATIONS BR is responsible for the ministry's **audit** function. For a description of the function see first entry under Audit.

416-965-4510

IND & TOUR, OPERATIONAL REVIEW BR is responsible for the ministry's **audit** function. For a description of the function, see the first entry under audit. In addition, the branch is responsible for operational reviews of the Ministry's world-wide programs carried out through its offices abroad. These reviews evaluate effectiveness of these programs and provide vital input to Ministry decisions.

416-965-5123

INTGOV AFF, INTERNAL AUDIT SERVICE is provided by the Internal Audit Services Branch of the Ministry of Treasury & Economics. For a description of this function, see first entry under **Audit**.

416-965-4137

LABOUR, AUDIT SERVICES is responsible for the ministry's **audit** function. For a description of the function see first entry under Audit.

416-965-4087

NAT RES, INTERNAL AUDIT BR is responsible for the ministry's **audit** function. For a description of the function, see first entry under Audit.

416-965-1381

THE PROVINCIAL AUDITOR carries out the statutory requirements imposed under the **Audit** Act and other statutes of the province. The Provincial Auditor manages the **audit** of the Consolidated Revenue Fund as well as that of ministerial and quasi-judicial agencies.

416-965-5275

REVENUE, AUDIT SERVICES BR is responsible for the Ministry's **audit** function. For a description of the function, see the first entry under Audit.

416-965-5020

SOL GEN, INTERNAL AUDITOR is responsible for the Ministry's internal **audit** function. For a description of activities, see first entry under Audit.

416-248-3366

TR & COMM, INTERNAL AUDIT BR performs the **audit** functions for this Ministry and the Ministry of Northern Affairs as described in the first entry under Audit. In addition the branch analyzes Ministry claims and negotiations and advises on settlements. The Branch audits Ministry electronic data processing systems, design and tender documents prior to awarding of contracts, payment records on Ministry, and Ministry-subsidized contracts. Also audits contractors and suppliers records, and municipal records to ensure that subsidies are spent as approved.

416-965-5123

TREAS ECON, INTERNAL AUDIT SERVICES BR provides an internal **audit** capacity within the ministry to reinforce post-audit requirements and promote safekeeping of public funds and property entrusted to the ministry. Serves the Ministry of Treasury and Economics, Ministry of Intergovernmental Affairs, Ministry of Energy and Civil Service Commission. For a description of functions, see first entry under Audit.

## AUTOMOBILE

Automobile, see Vehicles

## AUTOMOTIVE TRADES

Automotive Trades (certification), see Coll Univ Industrial Training Br Trades.

## AUTOPSIES

416-965-6678

SOL GEN, CHIEF CORONER'S OFFICE. Coroners investigate sudden and unexpected deaths; inform the public re prevention of similar deaths; order **autopsies** for medical legal reasons; conduct inquests; sign certificates for cremation and for shipment of bodies out of Ontario; complete medical certificates of death in coroners' cases. The Office administers the Human Tissue Gift Act (re: donation of bodies or parts of bodies for therapeutic purposes, medical education or scientific research). Adults may give consent by signing donor section of driver's licence or donor card available from Coroner's Office, orally during last illness in presence of at least two witnesses, or in writing. The Office inspects Schools of Anatomy in Ontario and supplies them with donated or unclaimed bodies. Contact Chief Coroner's Office, 965-6678, 26 Grenville St., Toronto or regional coroners listed in the Appendix.

416-965-1554

SOL GEN, FORENSIC PATHOLOGY BR assists in determining the cause of deaths in unusual circumstances and in unveiling concealed homicides through **autopsies** and biological and other techniques of forensic science. Supervises regional pathologists (i.e., medical practitioners called upon by coroners to perform forensic investigations). Supports pathologists' and law enforcement officers' continuing education in legal medicine and investigations of sudden deaths.

## AVIATION

416-248-3325

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, AVIATION OFFICE develops provincial policy on **aviation** matters. Plans provincially funded air service. Administers financial assistance to municipalities for local airports. Plans and programs the construction and maintenance of remote airports. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

## AVIATION FUEL

416-965-6352

REVENUE, GASOLINE TAX BR administers and collects tax on the sale of fuels taxed under the Gasoline Tax Act (gasoline, **aviation fuel**, propane), the Motor Vehicle Fuel Tax Act (diesel fuel) and the Tobacco Tax Act (cigarettes, tobacco, cigars). Provides refunds of these taxes when applicable and appoints or registers collectors, usually wholesalers or distributors, vendors of heating fuels and taxable diesel fuel users.

## AWARDS

Awards, see Ontario Medal. For financial assistance to students, see Student Awards.

## BAIL

416-965-7338

ATT GEN, CROWN ATTORNEYS' OFFICE, Judicial District of York prosecutes all Criminal Code of Canada offences occurring within this Judicial District. Crown Attorneys inform police, lawyers and the public on general matters related to such offences. Members attend coroners' inquests as agents for the Solicitor General. The office supervises prosecutions of Highway Traffic Act offences in Provincial Courts within the Judicial District. Office activities include keeping of County Court Clerk's records, issuance of court papers and subpoenae, preparation of probation orders, collection of fines and restitution, holding **bail** monies for disposition, issuance of bailiff's licence and investigating complaints against bailiffs. Inquiries on these matters outside the Judicial District of York should be referred to the Crown Attorney for the appropriate county or judicial district.

416-965-7523

ATT GEN, PROVINCIAL COURTS CRIMINAL DIV, METRO Toronto deal with all criminal charges under the federal and provincial statutes and by-laws of the Municipality of Metropolitan Toronto and its boroughs (e.g. traffic violations). Parking tags issued by the Metro Police are payable at the Court offices (965-7534 if paid in person; 965-7515 if paid by mail). Summons Issuance (965-2177) issues summonses for minor criminal and liquor law violations. For inquiries re: payment of fines following conviction and driver's licence suspension for non-payment of fines, call 965-7537. For **bail** procedures to release a person from custody contact Justice of the Peace of the court's branches or the **Bail** Office (965-7522). Civil marriages are performed Monday to Friday, appointments to be made in person and in advance (965-7227). Contact Central Court at 60 Queen St. W. (965-7523) or area courts: Metro North (663-5440), Metro East (757-3686), Metro West (252-7891). There are four Traffic Tribunals: North York (226-5440), York (248-3705), Metro East (757-3686) and Metro West (252-7891).

## BAILIFFS

416-965-5184

ATT GEN, COURTS ADMINISTRATION PROGRAM manages the Civil and Criminal courts in Ontario and is involved with the implementation of French language services in Ontario courts. Ensures provision of adequate administrative services to county, Surrogate Court and Supreme Court of Ontario offices, including direction to sheriffs and **bailiffs**, court registrars and clerks (965-1524). Manages small claims courts and provides direction to small claims courts **bailiffs** and clerks (965-7945). Manages provincial (criminal and family) court offices (965-0916). Provides courts and office accommodation planning (965-8453). Handles court reporting services (965-2399). Regulates appointments of justices of the peace, notaries public and commissioners of oaths or affidavits (965-2848)

416-965-7338

ATT GEN, CROWN ATTORNEYS' OFFICE, Judicial District of York prosecutes all Criminal Code of Canada offences occurring within this Judicial District. Crown Attorneys inform police, lawyers and the public on general matters related to such offences. Members attend coroners' inquests as agents for the Solicitor General. The office supervises prosecutions of Highway Traffic Act offences in Provincial Courts within the Judicial District. Office activities include keeping of County Court Clerk's records, issuance of court papers and subpoenae, preparation of probation orders, collection of fines and restitution, holding bail monies for disposition, issuance of bailiff's licence and investigating complaints against **bailiffs**. Inquiries on these matters outside the Judicial District of York should be referred to the Crown Attorney for the appropriate county or judicial district.

416-963-0366

CCR, BAILIFFS, COLLECTION AGENCIES, MORTGAGE BROKERS, CONSUMER REPORTING, PAPERBACK & PERIODICAL DEALERS ACTS. The Registrar of these Acts ensures the protection of Ontario consumers through control and supervision of private **bailiffs**, collection agencies, consumer reporting agencies (credit and personal information investigation), mortgage brokers and dealers of paperbacks and periodicals. While this office recommends appointments under the **Bailiffs Act**, it is the ministry's Central Registration Section that accepts registration of businesses under the other Acts (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File: 963-0441). Consumer complaints relating to all these Acts are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, **bailiffs**, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and deceptive or unfair business practices. Nine Bureaux across Ontario handle complaints under these Acts: **Bailiffs** (private **bailiffs**) Business Practices, Collection Agencies, Consumer Protection (e.g., finance charges on credit purchases and loans), Consumer Protection Bureau, Consumer Reporting (credit reporting and personal investigation agencies), Mortgage Brokers, Motor Vehicle Dealers, Paperback & Periodical Distributors (wholesalers of paperbacks and periodicals), Real Estate and Business Brokers, and Travel Industry (travel agents & wholesalers). The Business Practices Act specifies some practices considered to be deceptive, unfair or unconscionable and provides the consumer with redress procedures. See list of Bureaux in the Appendix.

416-750-3380

**CORR SERV, BAILIFF SERVICES BR.** Provincial **bailiffs** are responsible for classifying inmates of provincial correctional institutions, all of whom have reformatory sentences (i.e., sentences of up to two years less one day), recording movement of all sentenced inmates within Ontario and handling transfer of federal inmates from provincial jails to the Canadian Corrections Service.

**BANKING**

Savings Bank, see Revenue Prov. of Ontario Savings Office.

416-965-5273

**TREAS ECON, FINANCIAL INFORMATION & ACCOUNTING POLICY BR** manages Ontario's requirements in overall government accounting, control & consolidated public and internal financial reporting. Specifically, it: maintains records of all Consolidated Revenue Fund transactions; prepares reports for use by the Treasurer before the Legislature, the public and the financial community, e.g., Public Accounts, prospectuses of debentures; operates Central Financial Information Systems by analyzing & consolidating data on revenues, expenditures, budgets, forecasts & statistics; provides all ministries/agencies with direction on financial transactions to ensure quality and comprehension of accounting & financial management policies; coordinates interministry effort on 'in-house' systems to ensure compatibility with Central Financial Information systems; provides expertise on all accounting and financial matters as referred by Management Board and all ministries/agencies; provides liaison with **banking** community.

**BANKRUPTCY**

Bankruptcy is governed by Federal legislation administered by the Dept of Consumer & Corporate Affairs. For Bankruptcy Court, see Att Gen Supreme Court of Ontario Registrar's.

**BARBER**

Barber (certification), see Coll Univ Industrial Training Br Trades.

**BASINS**

Basins (river basins), see Env Water Resources Br Planning.

**BEACH**

Beach (Protection Act), see Nat Res Mining and Lands Commissioner.

**BEEF**

Beef, see Ag & Food Livestock Br, also Ag & Food Veterinary Serv Br Meat Inspection Section.

**BEEKEEPERS**

Beekeepers, see Apiaries.

**BEER**

Beer, see Liquor.

**BELL CANADA**

**TR & COMM, COMMUNICATIONS OPERATIONS BR** carries out representations and interventions re telecommunications services before the Canadian Radio-Television and Telecommunications Commission (CRTC) on common carrier, cable and broadcast applica-

tions; involves provincial comment on **Bell Canada** and CN/CP rate applications. Regulatory Operations Office (248-3736) investigates customers' complaints regarding their service. Telecommunications Systems Engineering Office (248-3567) provides related assistance to Communications Division; assists independent telephone industry in modernization plans; consults and advises the Ontario Telephone Service Commission on technical matters.

## BIBLIOGRAPHIC SERVICES

416-965-6015

GOVT SERV, PUBLICATIONS SERVICE under the Printing Services Br is responsible for cataloguing, inventory control and distribution of Ontario Government publications to the public, other ministries and to public libraries through a province-wide library depository system. Publications, including legislation (bills and regulations) are distributed through the Ontario Government Bookstore at 880 Bay St., Toronto (965-2054) or by mail through the Publications Centre, 5th Floor, 880 Bay St., Toronto, M7A 1N8 (965-6015). Cheques or money orders should be payable to the Treasurer of Ontario. **Bibliographic Services Centre** (965-1415) maintains collection of Ontario Government publications from 1971. Provides bibliographic & reference services and microfiche of certain government documents for research purposes. Compiles monthly checklist and annual catalogue of Ontario Government publications and has other bibliographies & brochures.

## BICYCLES

Bicycles, see Tr & Comm Public & Safety Information Br

## BILINGUAL

Bilingual, see also Bilingualism

416-965-4162

CIV SERV, FRENCH LANGUAGE SERVICES UNIT under the Staffing Division offers French language training courses to employees of the Ontario Public Service and of municipalities. Assists ministries in recruitment of **bilingual** staff. Administers Ontario-Quebec Summer Student Job Exchange program and civil servants exchanges.

416-965-5241

COLL UNIV, STUDENT AWARDS BR has many student awards programs that offer financial assistance as loans, grants or bursaries to Ontario students studying at colleges and universities. Administers four plans based on financial need under the Ontario Student Assistance Program (OSAP): Ontario Study Grant Plan, Canada Student Loans Plan, Ontario Student Loan and Ontario Special Bursary. The branch also awards fellowships or scholarships for outstanding university graduate work: The Ontario Graduate Scholarship, The Sir John A. Macdonald Graduate Fellowship, Ontario-Quebec Exchange Fellowship and The Queen Elizabeth II Ontario Scholarships; and has programs for students and teachers for **bilingual** study: fellowships for studying French, Teacher's Summer Language Bursary, and Summer Language Bursary program. Students should apply through the Student Awards Office at the post-secondary institution of their choice. For private or out-of-province institutions, contact this branch.

## BILINGUALISM

Bilingualism, see also Bilingual

416-965-3514

INTGOV AFF, MUNICIPAL ADMINISTRATION BR develops and promotes effective administrative and management practices by local governments (municipalities). Undertakes

research to improve administrative, organizational, and personnel policies and practices in local government; prepares guidelines, standards, and reference material for local governments on administrative structures, processes and procedures. Administers the local government **bilingualism** program. Offers an advisory service to municipalities on the metric conversion program as it relates to local government.

### BILLBOARDS

Billboards by Highways, see TR & COMM Operations Regional Operations

### BILLS

Bills, see Legislation.

### BINGOS

Bingos, see CCR Lotteries Br

### BIRDS

Birds, see also Wildlife.

416-527-1158

CULT & REC, ROYAL BOTANICAL GARDENS (RBG) in Hamilton consists of 2000 acres of developed gardens and natural areas, 27 miles of interpretive nature trails. Educational programs range from courses on horticulture and botany, design with plant material, to credit courses at universities. The RBG also offers the public extensive horticultural information on ornamental, native and poisonous plants, edible and poisonous mushrooms, and information on **birds**. Tours can be arranged. Participates in Outreach Ontario and Festival Ontario.

416-978-3690

CULT & REC, ROYAL ONTARIO MUSEUM, incorporating the Canadiana collections (978-6738) at 14 Queen's Park Crescent West and the McLaughlin Planetarium (978-8558), is the largest of Canada's public museums and a major research institution with excellent collections in 20 departments. These include the arts, archaeology (e.g. Chinese, Egyptian) and the sciences (e.g. Mammalogy, Mineralogy, Entomology, Ornithology, Vertebrate Palaeontology). The departments identify objects related to their fields such as **birds**, insects, works of art, artifacts, etc. for information only, not for financial ends (write or call for appointment). The ROM offers tours, a Discovery Room (inviting public participation when viewing exhibits), travelling exhibitions, museumobiles, a Speakers Bureau, lectures and art instruction, showings of films, clubs for senior citizens and children. The ROM is at 100 Queen's Park Cres., Toronto.

### BIRTH CONTROL

Birth Control, see Family Planning.

### BIRTHS

416-965-1687

CCR, OFFICE OF THE REGISTRAR GENERAL registers and records Ontario **births**, deaths, marriages and still-births. It also keeps adoption, divorces and name changes records. Statistics relating to **births**, deaths, marriages, divorce and still-births are compiled annually. Plastic, paper and certified photocopies of birth, death and marriage certificates are provided to those entitled on application and payment of \$3.00 each. For correction of errors in registrations, contact Amendments Section, 965-2260. Under the Marriage Act certificates of

registration are issued to people authorized to perform marriages in Ontario. Contact Marriage Office, 965-2026. Contact Office of the Registrar General or local municipal office for advice on registration of **births** or deaths.

## BLIND

416-965-7503

ATT GEN, BLIND PERSONS RIGHTS ACT of 1976 provides that **blind** persons shall not be denied accommodation, occupancy, services or facilities, or discriminated against because he or she keeps or is accompanied by a guide dog. An identification card is issued upon written application as prima facie proof that the blind person and his or her dog are entitled to the provisions of this Act.

COMM SOC, ADULT SERV DIV, FAMILY BENEFITS PROGRAM (Income Maintenance) provides financial assistance to persons who are in need for a prolonged period of time. It is intended for mothers raising children alone, the disabled, the **blind**, permanently unemployable fathers or single persons, foster children and qualified elderly women over 60. If need is shown a monthly allowance and other benefits (health insurance, prescribed drugs, dental care, eyeglasses, hearing aids) are provided. The allowance for the disabled and the **blind** is also known as GAINS-D (Guaranteed Annual Income System, Disabled). To apply for family benefits contact ministry's Area and Local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South West, 763-3631; South East, 362-6111.

COMM SOC, ADULT SERV DIV, GENERAL WELFARE ASSISTANCE (GWA) PROGRAM (Income Maintenance) provides short-term financial assistance to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities & Indian Band Councils or by the Province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance (welfare) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed drugs, dental care, prosthetics (incl. eyeglasses, hearing aids) & for burials. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS A (Senior citizens), GAINS D (**blind** & disabled). Incentive Allowances are paid to those under a work activity project. Contact municipal welfare offices, Indian Band Councils and in unorganized territories Comm Soc area office (see Appendix).

416-965-2363

COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or GAINS-A (income supplement for senior citizens) and GAINS-D (income supplement for the **blind** and disabled), Family Benefits (financial allowances for single mothers, the **blind** and disabled, permanently unemployable fathers, foster children, severely handicapped children).

416-965-2663

EDUC, SPECIAL EDUCATION BR advises Minister on program policy regarding the education of exceptional students in elementary and secondary schools and schools for trainable retarded; provides liaison with professional and parent groups and government agencies regarding programs for exceptional students. Provides counselling, resources and guidelines to school boards for special education programs operated by local school systems, and to faculties of education which offer courses in special education. Operates residential school programs in schools for the **blind** and deaf; in developmental centre schools for the

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retarded, developmentally handicapped or emotionally disturbed; in training centres for juveniles and for children with severe learning disabilities. Operates a teacher education centre in Belleville for teachers of the deaf. These residential schools also serve as resource centres for local school boards establishing local day school programs for exceptional students (965-9222).

416-965-9337

**HEALTH, ONTARIO DRUG BENEFIT (ELIGIBILITY).** Selected prescribed drugs are provided free to senior citizens (65 or older) who receive Old Age Security (OAS) or who have resided in Ontario for the past 12 months and are Canadian citizens or landed immigrants; to recipients of Family Benefits (FBA), General Welfare (GWA) and vocational rehabilitation assistance and Homes for Special Care and Extended Health Care benefits. The numbered Ontario Senior Citizens' Privilege Card entitles eligible patients to drug benefit. Federal OAS pensioners automatically get this card; those over 65 who are not OAS pensioners must apply. Forms available at most pharmacies or write: Ministry of Health, Drug Benefit, Box 21000, Station A, Toronto M5W 1Y5. FBA (includes the **blind** and disabled), GWA and other recipients are issued monthly cards. Drugs must be listed in the Drug Benefit Formulary (for quality and cost control), prescribed by a doctor or a dentist and obtained in Ontario.

## BLOOD DONOR CLINICS

416-965-6489

**CIV SERV, ADMIN SERVICES BR COMMUNITY LIAISON** Section assists local community groups such as the United Way, the Canadian Cancer Society and the Ontario Heart Foundation by organizing the voluntary contributions of Ontario government employees. Establishes **blood donor clinics** three times a year for Ontario Government employees in the Toronto area. In other areas employees usually take part in local community arrangements.

## BOARD OF EDUCATION

Board of Education, see School Boards

## BOARD OF INTERNAL ECONOMY

Board of Internal Economy of the Legislative Assembly, see Legislative Assembly Speaker's Office.

## BOATING

416-965-6967

**ENV, POLLUTION CONTROL BR MUNICIPAL AND PRIVATE** Section deals with municipal and private sewage and municipal water supply. Provides liaison with federal agencies including coordination of federal grants to municipalities for sewage and water works. Deals with regulations and standards for pollution control relating to septic tanks, **boating** (pleasure craft), marinas, ice huts and municipal sewage treatment plants. Specific activities include phosphorous removal at all municipal sewage treatment plants (to safeguard Great Lakes water quality), urban drainage management and sewage sludge use on farm land. Also is involved with policies dealing with the provision of safe drinking water. Contact regional or district offices listed in the Appendix. Inspection and approval of septic tanks is done by county or regional health units under agreement with the Crown (except in areas where no agreement is in effect, e.g., Muskoka, Parry Sound, North Bay & Ottawa-Carleton where this service is done by Ministry's regional or district offices).

416-965-4008

**IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION** accepts collect calls (965-3448 for calls in French). Provides Ontario travel counselling to the public. Supplies information and publication on tourist attractions, accommodations, campgrounds & parks (incl. trails, canoe routes), events, festivals, exhibitions & tours, facilities for hunting, summer & ice fishing, **boating**, skiing & other winter activities. Distributes road and tourist maps. Reports on up-to-date ski & winter road conditions, fall colour & campgrounds vacancy. Operates nine travel information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald Block). Eleven travel information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

416-965-7883

**NAT RES, FISHERIES BR** provides information on fishing conditions and regulations, open seasons, limits, licences, fish farming regulations, fish identification and conservation, hatcheries and sanctuaries, lamprey identification, mercury levels, freeze-up and break-up. Commercial Fish Section (965-3345) coordinates, regulates and issues licences for all commercial fishing in Ontario. The branch conducts biological and environmental research and provides information on scientific fish management at Maple (832-2761) and through research stations located at Glenora, Sault Ste Marie, Thunder Bay, Wheatley; Harkness Laboratory in Algonquin Park and South Baymouth Laboratory at Tehkummah. Can also supply information on the physical and chemical characteristics and improvement of lakes, rivers and streams as well as depth charts, shorelines, water access and fishing maps. Provides liaison with the Federal government on **boating** restriction regulations and Small Craft Harbours and answers related inquiries (965-7887). For local information and guidance contact district offices listed in the Appendix.

## BODIES

Bodies (dead human bodies), see Sol Gen Chief Coroner's Office.

## BOILERS

**CCR, PRESSURE VESSELS SAFETY BR** strives to minimize the loss of life and property arising from the operation of **boilers** and pressure vessels. Under the **Boilers & Pressure Vessels Act** (965-4121) and the **Operating Engineers Act** (965-4188), the branch ensures safety by reviewing boiler and pressure vessel designs and welding procedures, doing inspections during fabrication and installation, and periodically thereafter if vessel is uninsured. Inspects major repairs to all **boilers** and pressure vessels. Qualifies and issues licences to welders. Registers and classifies steam, refrigeration and compression plants and issues licences to their operators and operating engineers. Issues licences to hoisting engineers (crane operators). Investigates related accidents. Contact Queen's Park or regional offices listed in the Appendix.

## BONDS

Bonds, see also Securities. Bonding of Itinerant Sellers, see CCR Central Registration Br.

416-963-0389

**CCR, COMPANIES SERVICES BR RECORDS** Section deals with searches of corporations, files, certificates of corporation status and registration of corporation securities such as corporate mortgages, **bonds**, debentures (963-0390). Can provide copies of documents (e.g. articles of incorporation, annual returns) of corporations in Ontario.

416-963-0373

CCR, COMPANY LAW BR provides legal counselling to the Companies Division and handles inquiries of legal nature from the public about: incorporation of business and non-profit corporations, licences in mortmain, extra-provincial licences, registration of partnerships and sole proprietorships, names and name style registration by corporations, and registration of securities registered against the personal property of corporations, e.g. corporate **bonds**, debentures, trust indentures and corporate mortgages. This includes sorting out deficiencies in the applications submitted to the Companies Services Branch.

**BOOK PUBLISHING**

Book Publishing, see Publishing

**BOOKSTORE**

Bookstore, see Ontario Government Bookstore

**BOTANY**

Botany, see Cult & Rec Royal Botanical Gardens

**BOUNDARY LINES**

416-963-0436

CCR, LAND BOUNDARIES PROGRAM, Legal & Survey Standards Br provides a quality control for surveys, plans and description of land including condominiums (its by-laws, declaration and description), for registration in land registry offices. Also provides for the confirmation of the true location of **boundary lines** which have been lost or obliterated. Provides financial assistance under the Land Titles Survey Fund under special circumstances. Contact Queen's Park or Land Registry Offices, listed in the Appendix.

**BOXING**

416-963-0844

CCR, ATHLETICS COMMISSIONER regulates professional **boxing** and wrestling in Ontario. Issues licences to professional boxers (including promoters and managers) and wrestlers.

**BREATHALYZERS**

416-965-2561

SOL GEN, CENTRE OF FORENSIC SCIENCES prepares legally admissable evidence for law enforcement officers, attorneys, coroners, etc. by means of scientific examination of physical objects and materials. Supervises Ontario's breath testing program and is responsible for the acquisition and maintenance of **breathalyzers** and the training of operators (965-9507). Maintains a library and provides educational programs and materials for persons and agencies using forensic science services.

**BRIDGES**

416-248-3611

TR & COMM, ENGINEERING CLAIMS OFFICE assesses claims for additional costs submitted by contractors awarded ministry engineering contracts including all phases of highways construction and maintenance, construction of **bridges** and tunnels and associated work.

416-248-3987

TR & COMM, ENGINEERING MATERIALS OFFICE, Materials & Laboratory Services Section (248-3684) provides laboratory testing, technical evaluation and approval services related to soils, aggregates, asphalt, concrete, metals and chemicals used in construction and maintenance of highways and structures, e.g., **bridges**. Quality Assurance Section (248-3688) provides quality assurance policies and guidelines for Portland and asphalt concrete pavements and provides specialized expertise in this area. Soil Mechanics Section (248-3282) carries out field investigations and recommends type of structure foundations and provides specialized expertise in this area. Pavement Design & Management Section (248-3255) provides pavement structure design and management as well as aggregate use policies and guidelines and provides specialized expertise in these areas.

416-248-3355

TR & COMM, ENGINEERING RESEARCH & DEVELOPMENT BR conducts research to improve the physical attributes of highways (pavement, **bridges** and other highway structures, material and quality assurance, e.g. asphalt and concrete). Coordinates the development of the Ontario **Bridges** Design Code. Also conducts research to improve techniques for using earth resources in highway building. Performs special studies involving technology resources and value engineering studies to assist in making sound engineering and cost-related management decisions. Publishes research reports. Develops traffic barriers to protect maintenance staff on highways from hazards of impacting vehicles. Develops illumination design systems, guide rails and barriers, monitors lighting on highways and develops means of saving energy in city street lighting. Coordinates the ministry's metric conversion program.

416-248-3621

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, MUNICIPAL ROADS OFFICE develops policy for the provision of financial assistance to all municipalities and groups in unorganized territories for the construction and maintenance of roads and **bridges**. Develops systems to assist municipalities in the overall programming of capital works. Administers the Urban Transportation Assistance Program. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, PROVINCIAL ROADS OFFICE develops program spending policy on provincial roads and evaluates results (248-3571). To provide references in program planning the branch maintains supporting highway inventory, i.e. a linear reference system, data on physical attributes of highways such as **bridges**, and data on accidents and traffic volume (248-3066). Coordinates the ministry's corridor policy concerning use of land adjacent to roads and highways (248-3658). Undertakes special urgent planning studies (248-3571). See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

416-248-3492

TR & COMM, STRUCTURAL OFFICE, Highway Engineering Div designs **bridges** and retaining walls on highways and prepares plans and contract documents for their construction. Reviews proposed designs of municipal **bridges** and culverts and inspects them to determine safe loads, maintenance needs and structure life. Recommends enactment of municipal load limit by-laws. Generates and maintains structural standards, structural manuals and handbooks and design aids.

416-248-3771

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Transit Systems Program conducts research in: Wheel-Rail Technology (e.g. study & simulation of

stability and curving of rail vehicles, noise generated by wheel-rail interaction); Transit Infrastructure (e.g. elevated guideway design for light rail transit, simulation studies of vehicle & guideway interactions, establishment of Ont. highway **bridges** design codes); Electrical Motor Performance with respect to vehicle propulsion and performance studies of battery-powered electric vehicles; Other Transit Systems Applications, e.g. car pooling, dial-a-bus, transit demand modelling, bus applications & operations, computer modelling of various operating strategies; Transit Systems Reliability to aid in planning of maintenance facilities & spares provision and to develop reliability models for different transit systems.

## BROADCAST

TR & COMM, COMMUNICATIONS OPERATIONS BR carries out representations and interventions re telecommunications services before the Canadian Radio-Television and Telecommunications Commission (CRTC) on common carrier, cable and **broadcast** applications; involves provincial comment on Bell Canada and CN/CP rate applications. Regulatory Operations Office (248-3736) investigates customers' complaints regarding their service. Telecommunications Systems Engineering Office (248-3567) provides related assistance to Communications Division; assists independent telephone industry in modernization plans; consults and advises the Ontario Telephone Service Commission on technical matters.

416-248-3731

TR & COMM, COMMUNICATIONS POLICY BR develops Ontario government policy in communications field. Activities include: development of **broadcast**, cable and common carrier and independent telephone company policies (248-3711); intergovernmental liaison with other provincial and federal agencies (248-3731); maintaining liaison with cable, **broadcast** and common carrier industries; undertaking research and analytical studies related to telecommunications services and systems. Has data bank of information on population served by broadcasting and cable firms and on television viewing habits (248-3961).

## BROKERS

Brokers, see also Stockbrokers

416-963-0441

CCR, CENTRAL REGISTRATION SECTION under the Consumer Advisory Services Br provides actual registration functions and maintains central registry of any business registered under the following Acts: Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business **Brokers**, Mortgage Brokers, Travel Industry and Paperback & Periodical Dealers (wholesalers of paperbacks & periodicals). Answers inquiries from government agencies and the public as to whether a business is registered under these Acts (963-0441). For new applications call 963-0446, renewals 963-0444, revisions 963-0448.

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and deceptive or unfair business practices. Nine Bureaux across Ontario handle complaints under these Acts: Bailiffs (private bailiffs), Business Practices, Collection Agencies, Consumer Protection (e.g., finance charges on credit purchases and loans), Consumer Protection Bureau, Consumer Reporting (credit reporting and personal investigation agencies), Mortgage Brokers, Motor Vehicle Dealers, Paperback & Periodical Distributors (wholesalers of paperbacks and periodicals), Real Estate and Business **Brokers**, and Travel Industry (travel

agents & wholesalers). The Business Practices Act specifies some practices considered to be deceptive, unfair or unconscionable and provides the consumer with redress procedures. See list of Bureaux in the Appendix.

416-963-0471

CCR, FINANCIAL INSTITUTIONS DIV issues licences to and regulates insurance companies, investment contract companies, prepaid hospital and medical associations, mutual benefit and fraternal societies. Also issues licences to and regulates loan companies and trust companies (963-0477). Answers inquiries on insurance plans and premiums and advises policyholders involved in claims disputes (963-0471), and on deposits and mortgages with loan and trust companies (963-0477). Issues licences to insurance agents, **brokers**, salesmen, adjusters and investigates related complaints (963-0481). Deposits in credit unions and caisses populaires are insured with the Ontario Share & Deposit Insurance Corporation (OSDIC) (759-9778).

416-963-0406

CCR, REAL ESTATE AND BUSINESS BROKERS ACT ensures protection of Ontario consumers through registration of real estate and business **brokers** and salesmen. The Ministry's Central Registration Section performs the registration function and maintains a central file of registrants, (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File 963-0441). Before foreign land can be sold in Ontario, sellers must provide prospective buyers with accurate description of property and terms of sale. Description is checked for accuracy by inspectors. Complaints regarding real estate and business **brokers** are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

## BRUCELLOSIS

Brucellosis, see Health Program Advisory Br Veterinary, also Ag & Food Veterinary Serv Br Regulatory.

## BUDGET

Budget, see also Treas Econ Financial Information & Accounting Policy Br.

416-965-7061

TREAS ECON, ECONOMIC DEVELOPMENT BR functions include: development and recommendation of economic development policies concerning the broad strategies for the five planning regions in Ontario; analysis of specific economic development proposals and issues with significant regional impact and the development of appropriate policy options; analysis of sectors with major economic and regional development significance; coordination of negotiations with the Department of Regional Economic Expansion on behalf of the Province; project development, analysis and monitoring for the Regional Priority **Budget** in Southern Ontario.

416-965-3505

TREAS ECON, INTERGOVERNMENTAL FINANCE & GRANTS POLICY BR coordinates provincial policy on transfer payments to local sector. Advises Cabinet on proposed changes to existing provincial-municipal grants structure, including deconditionalizing of various specific grants. Develops **budget** options for assistance to municipalities and monitors Ontario's revenue sharing commitment. Advises Treasurer and Cabinet on options for and administers all unconditional grants, valued at over \$480 million in 1979. Reviews and coordinates provincial policy in federal-provincial shared-cost programs, and federal-provincial equalization formula. Provides assistance to other provincial ministries in negotiations with federal government.

416-965-1671

TREAS ECON, MUNICIPAL FINANCE BR analyzes and evaluates the financial performance of Ontario's local governments; develops **budget** options for local sector finance; publishes annual report on Ontario local government finance; maintains a municipal finance data system, a mill rate summary, and a register of provincial grants to local sectors. Develops and implements a system of real property taxation in Ontario; studies and proposes amendments to legislation concerning municipal finance; assists in administration of the transitional and special transfer payments made under the Unconditional Grants Act; administers loans programs (965-2451) of the Ontario Municipal Improvement Corporation (OMIC), Ontario Education Capital Aid Corporation (OECAC) and Ontario Universities Capital Aid Corporation (OUCAC).

416-965-5058

TREAS ECON, TAXATION AND FISCAL POLICY BR coordinates preparation of provincial **budget** and Ontario Finances (progress report on **budget** performance). Researches and develops tax and fiscal policy alternatives for government.

## BUILDERS

416-922-3005

The Ontario New Home Warranties Plan Act which came into effect Dec. 31, 1976, requires registration of all **builders** of new homes including condominiums and mobile homes with the Housing & Urban Development Ass'n. of Canada (HUDAC) New Home Warranty Program, a non-profit corporation. The self-financing program provides a warranty that new and previously unoccupied homes sold after the end of 1976 are free from defects for one year and from major structural faults for an additional four years. The Corporation will handle complaints from buyers of new homes, condominiums and mobile homes. Both **builders** and buyers can file appeals on Corporation decisions with the Commercial Registration Appeal Tribunal. Program covers mobile homes placed on permanent foundations for permanent occupancy and meeting applicable building codes.

## BUILDING CODE

416-965-5881

CCR, BUILDING CODE BR is developing a fire code and administers a **building code** for Ontario to ensure safety and minimize building, health and fire hazards. Advises municipalities on matters pertaining to building by-laws, which are a local, not provincial, responsibility. Is responsible for the Ontario Plumbing Code which is at present Reg. 647 of the Ontario Water Resources Act.

## BURIALS

416-963-0511

CCR, CEMETERIES BR administers the Cemeteries Act which regulates the operations of commercial and non-profit cemeteries, burial grounds, church yards, mausolea, crematoria and columbaria. The branch also answers inquiries and investigates complaints about cemeteries and **burials**. Contact Queen's Park or regional offices listed in the Appendix. For inquiries about funeral directors and embalmers, call the Registrar of the Board of Funeral Services, First Floor, 25 Grosvenor St., Toronto, 921-5164. The Board operates under the Funeral Services Act, administered by the Ministry of Health.

COMM SOC, ADULT SERV DIV, GENERAL WELFARE ASSISTANCE (GWA) PROGRAM (Income Maintenance) provides short-term financial assistance to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities &

Indian Band Councils or by the Province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance (welfare) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed drugs, dental care, prosthetics (incl. eyeglasses, hearing aids) & for **burials**. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS A (Senior citizens), GAINS D (blind & disabled). Incentive Allowances are paid to those under a work activity project. Contact municipal welfare offices, Indian Band Councils and in unorganized territories Comm Soc area office (see Appendix).

## **BURSARIES**

416-965-5241

**COLL UNIV, STUDENT AWARDS BR** has many student awards programs that offer financial assistance as loans, grants or **bursaries** to Ontario students studying at colleges and universities. Administers four plans based on financial need under the Ontario Student Assistance Program (OSAP): Ontario Study Grant Plan, Canada Student Loans Plan, Ontario Student Loan and Ontario Special Bursary. The branch also awards fellowships or scholarships for outstanding university graduate work: The Ontario Graduate Scholarship, The Sir John A. Macdonald Graduate Fellowship, Ontario-Quebec Exchange Fellowship and The Queen Elizabeth II Ontario Scholarships; and has programs for students and teachers for bilingual study: fellowships for studying French, Teacher's Summer Language Bursary, and Summer Language Bursary program. Students should apply through the Student Awards Office at the post-secondary institution of their choice. For private or out-of-province institutions, contact this branch.

416-965-5887

**HEALTH, POLICY DEVELOPMENT & RESEARCH BR** provides health research grants for the following purposes: to support applied and developmental health research mainly based at Health Sciences Complexes, including hospitals (principal areas that qualify are operational, epidemiological and developmental research projects involving training or service); to support innovations in the organization and delivery of health service including the evaluation of health care; and to attract individuals to priority health training programs. Also provides **bursaries** for post graduate studies in health related areas as approved by specific consultants in Program Advisory Br. Recognized health & research development organizations in Ontario may apply for the Provincial Lottery grants for health research by writing to: Director, Policy Development and Research Branch, Ministry of Health, 15 Overlea Blvd., Toronto M4H 1A9.

416-965-8045

**HEALTH, PROGRAM ADVISORY BR** consultants who are experienced in their own fields of personal health care provide the ministry with expertise and advice on the entire health care delivery system and increasingly in health care planning. New objectives are to seek lower cost alternatives to present aspects of the system. Consultants represent general and specialty physicians, veterinary medicine, physiotherapy, occupational therapy, speech pathology & audiology, nursing, social work, special projects. They serve on Branch Committees and Planning Teams and on various Task Forces to help formulate Ministry policy. The Branch manages these programs: Adult Community Mental Health, Alcohol & Drug Abuse, Long Term Care, Emergency Health Services, Rehabilitation, the Underserved Area Program (965-1170) (**bursaries** for physicians to practise in rural and isolated communities), Health Service Organizations (HSO) and Alternate Payments. See also other programs listed under Health Program Advisory Br, Program Name.

416-965-5036

HEALTH, PUBLIC HEALTH BR DENTAL Consultants provide consultation to health agencies in Ontario on preventive dental care and dental health (Contact local Public Health agency). Provide **bursaries** to dentists in underserved areas. Deal with all Ministry policy about dental care. See also other sections in Health Public Health Br described separately.

## BUS

416-630-2635

TORONTO AREA TRANSIT OPERATING AUTHORITY (TATOA) was created to design, establish and operate an inter-regional transit system serving Metro Toronto and the regional municipalities of Peel, Durham, Halton, Hamilton-Wentworth and York. Manages GO Transit, a commuter railway service operated by Canadian National Railways, and a commuter **bus** service operated by Gray Coach Lines and Trailways of Canada. For information on timetables and fares phone local GO Transit number (in Toronto, 630-3933). TATOA reports to the Legislature through the Minister of Transportation & Communications.

416-248-7146

TR & COMM, HIGHWAY CARRIER LICENSING SECTION, Licensing & Control Br issues licences to public vehicles (PV), e.g., **bus** & charter operations and to public commercial vehicles (PCV), e.g., trucks, truck tractors and freight forwarders operating in Ontario beyond the urban municipality. Inspects commercial vehicles for compliance with law on oversize & overweight vehicles. Oversize/overweight permits are issued on an annual, project and special trip basis. Applications for cartage licences within a municipality should be made at the Clerk's offices in municipalities. The branch will advise shippers of the extent of authority of any trucking company they may wish to have ship their goods. Contact regional and district offices listed in the Appendix.

416-248-3785

TR & COMM, MUN-PROV TRANSPORTATION BR, TRANSIT OFFICE provides financial assistance to municipalities for transit operations by **bus**, streetcar and subway; for construction, acquisition and rehabilitation of capital assets and equipment; for transit planning studies and demonstration projects. Provides municipalities with technical and organizational assistance in transit operations. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

416-965-1845

TR & COMM, ONT HIGHWAY TRANSPORT BOARD, a regulatory tribunal, controls approval of operation of **bus** or truck for hire businesses on Ontario highways by holding hearings at offices in Toronto and throughout the province. Recommends to the Minister of Transportation & Communications the denial or issuance of licences.

416-248-3501

TR & COMM, PUBLIC & SAFETY INFORMATION BR originates & coordinates programs and projects stressing safety in the operation of cars and commercial vehicles, motorcycles, mopeds, bicycles and snowmobiles and school **bus** operations. Provides information service for the ministry (see first entry under Information Service for a description of this function). Originates and supplies school safety materials and seat belt posters and information and provides related safety films. Provides road bulletins and telephone road reporting service for the public and the media on condition of roads and highways in Ontario. For this service in Metro Toronto, contact 248-3561. Elsewhere in Ontario contact TR & Comm Operations regional or district offices listed in the Appendix.

416-248-3771

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Transit Systems Program conducts research in: Wheel-Rail Technology (e.g. study & simulation of stability and curving of rail vehicles, noise generated by wheel-rail interaction); Transit Infrastructure (e.g. elevated guideway design for light rail transit, simulation studies of vehicle & guideway interactions, establishment of Ont. highway bridges design codes); Electrical Motor Performance with respect to vehicle propulsion and performance studies of battery-powered electric vehicles; Other Transit Systems Applications, e.g. car pooling, dial-a-bus, transit demand modelling, **bus** applications & operations, computer modelling of various operating strategies; Transit Systems Reliability to aid in planning of maintenance facilities & spares provision and to develop reliability models for different transit systems.

416-248-7163

TR & COMM, VEHICLE INSPECTIONS, Licensing & Control Branch administers programs designed to reduce death, injury and property damage caused by defective vehicles. Inspection mechanics under licences of appointed inspection stations are permitted to issue safety standard certificates confirming mechanical fitness of vehicles. Roadside inspection sites throughout Ontario and at commercial vehicle operators' terminals inspect safety related vehicle components or systems on heavy commercial motor vehicles. Permanent inspection lanes at Downsview (248-3409) and portable inspection lanes travelling throughout the province during the summer months identify light vehicles (cars and light trucks) having defects affecting safety of operation. School **bus** safety inspections are conducted semi-annually. Contact regional or district offices listed in the Appendix. In Metro Toronto call Central Region, 248-7163.

416-965-7168

TR & COMM, VEHICLE LICENSING OFFICE, Licensing & Control Branch registers and issues licences for all motor vehicles, trailers and snow vehicles (e.g. snowmobiles). Issues licences to premises used for wrecking or dealing in motor vehicles, to all for-hire truck operations under the Public Commercial Vehicles (PCV) Act and to all **bus** and charter operations under the Public Vehicles (PV) Act (see Tr & Comm Highway Carrier Licensing Section). Although management and control of program is administered at Queen's Park, licensing is available throughout Ontario through agents at 315 locations. For questions on how to get licences for vehicles contact local agent or Agents Issuing Section 965-1226, Queen's Park Licensing 965-2206, or Downsview Motor Vehicles Licensing 248-7171, Highway Carrier Licensing (PCV & PV) 248-7146. For information on ownership of vehicles see TR & COMM Vehicle Records & Information.

## BUSINESS

Business, see also Corporations, Industry

416-963-0441

CCR, CENTRAL REGISTRATION SECTION under the Consumer Advisory Services Br provides actual registration functions and maintains central registry of any **business** registered under the following Acts: Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and **Business** Brokers, Mortgage Brokers, Travel Industry and Paperback & Periodical Dealers (wholesalers of paperbacks & periodicals). Answers inquiries from government agencies and the public as to whether a **business** is registered under these Acts (963-0441). For new applications call 963-0446, renewals 963-0444, revisions 963-0448.

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair **business** practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-963-0387

CCR, COMPANIES SERVICES BR processes articles of incorporation, articles of amendment of **business** corporations, and applications for incorporation of churches, non-profit corporations and cooperatives, and issues letters patent (charters) with respect to them. Processes applications for licences in mortmain and extra-provincial licences. See also other sections of this branch described separately.

416-963-0547

CCR, COMPANIES SERVICES BR CORPORATION NAMES Section deals with the clearance and reservation of corporate names for new **business** and proposed changes of names by existing corporations.

416-963-0510

CCR, COMPANIES SERVICES BR PARTNERSHIPS REGISTRATION Section deals with registration of partnerships, limited partnerships and proprietorships. Registers corporations that carry on **business** in Ontario by a name or style other than its corporate name. Also registers dissolution or withdrawal of these businesses and conducts public searches of documents relating to all the above **business** ventures.

416-963-0373

CCR, COMPANY LAW BR provides legal counselling to the Companies Division and handles inquiries of legal nature from the public about: incorporation of **business** and non-profit corporations, licences in mortmain, extra-provincial licences, registration of partnerships and sole proprietorships, names and name style registration by corporations, and registration of securities registered against the personal property of corporations, e.g. corporate bonds, debentures, trust indentures and corporate mortgages. This includes sorting out deficiencies in the applications submitted to the Companies Services Branch.

416-963-0331

CCR, CONSUMER ADVISORY SERVICES BR operates Consumer Services Bureaux across Ontario (see CCR Consumer Services Bureaux). The branch has officers who can speak to consumers and **business** groups on consumer protection laws under the Business Practices Division. The Central Registration Section of this branch provides actual registration functions and maintains a central file of registered businesses or persons. See CCR Central Registration Section for further details.

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and

deceptive or unfair **business** practices. Nine Bureaux across Ontario handle complaints under these Acts: Bailiffs (private bailiffs), **Business** Practices, Collection Agencies, Consumer Protection (e.g., finance charges on credit purchases and loans), Consumer Protection Bureau, Consumer Reporting (credit reporting and personal investigation agencies), Mortgage Brokers, Motor Vehicle Dealers, Paperback & Periodical Distributors (wholesalers of paperbacks and periodicals), Real Estate and **Business** Brokers, and Travel Industry (travel agents & wholesalers). The **Business** Practices Act specifies some practices considered to be deceptive, unfair or unconscionable and provides the consumer with redress procedures. See list of Bureaux in the Appendix.

416-963-0406

CCR, REAL ESTATE AND BUSINESS BROKERS ACT ensures protection of Ontario consumers through registration of real estate and **business** brokers and salesmen. The Ministry's Central Registration Section performs the registration function and maintains a central file of registrants, (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File 963-0441). Before foreign land can be sold in Ontario, sellers must provide prospective buyers with accurate description of property and terms of sale. Description is checked for accuracy by inspectors. Complaints regarding real estate and **business** brokers are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

416-965-4530

COLL UNIV, VENTURE CAPITAL PROGRAM, part of the Ontario Experience Program provides loans to full-time senior secondary school, college or university students over the age of 18 to operate a **business** during the summer months.

416-965-5494

IND & TOUR, CONSULTATIVE SERVICES BR, COUNSELLING provides counselling services to those starting a small **business**, to inventors and entrepreneurs who wish to commercialize their ideas, and to businesses that need technical assistance in metric conversion. Counselling to inventors includes information on what a patent is, how a patent-search can be conducted at the lowest cost, how to determine product marketability. Advises companies individually on marketing and exports, financial problems and **business** planning, and assists small companies that do not have traffic managers to determine the most economical method of packing and shipping products to consumers. Encourages production improvement and cost reduction through industrial engineering counselling assistance and through an energy management counselling program. For **business** counselling contact Queen's Park: 965-0410 (manufacturing programs), 965-5494 (marketing and financial programs) or regional offices listed in the Appendix (in Metro Toronto, 491-7680). See also Ind & Tour Consultative Services Br Grants.

416-965-5494

IND & TOUR, CONSULTATIVE SERVICES BR, GRANTS provides financial assistance to small **business** for projects which use new technology to develop new or improved products or processes through the Ontario Program for the Advancement of Industrial Technology (OPAIT). Stimulates greater awareness of industrial design and improved product design in small secondary manufacturing industries through the Product Design & Development Program (PDDP). Aids inventors or entrepreneurs to develop a prototype and to determine feasibility of manufacturing the product through the Program to Encourage Product & Process Innovation (PEPPI). Contact Queen's Park: 965-0410 (manufacturing programs), 965-5494 (marketing and financial programs) or regional offices listed in the Appendix (in Metro Toronto 491-7680). See also Ind & Tour Consultative Services Br Counselling.

416-965-4622

IND & TOUR, DEVELOPMENT CORPORATIONS. The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern Ontario Development Corporation (NODC) assist in and encourage the development and diversification of Ontario industry by providing: financial assistance through incentive and term loans and bank guarantees; sites, facilities and services in two industrial parks; technical, **business** and financial information and advice. Tourism operations, secondary manufacturing industries and service industries allied to manufacturing may avail themselves of this service. Loans are available for establishing new operations such as tourist facilities, expanding present operations, introducing new products and technology, financing exports, purchasing and installing pollution control and energy conservation equipment. Contact corporation regional offices listed in the Appendix.

416-965-7119

IND & TOUR, INDUSTRY & TRADE ANALYSIS BR Economic Analysis Section (965-5354) analyzes major industrial development issues to develop recommendations that will enhance the Ontario **business** environment. Market Research Section (965-4347) collects and analyzes international and domestic market data to assist expansion and diversification of Ontario manufacturing industry. Provides statistics and market data to industrial development and marketing officers and to the **business** community. Provides name of manufacturers of unusual or hard to find products. Publishes 'Ontario in Statistics' and 'Ontario Exports by Countries and Commodities'. A booklet on the exports **business** (Exporting Made Easier) is also available on request (965-8644).

IND & TOUR, INDUSTRY & TRADE DEVELOPMENT, responsible for the ministry's international operations, is decentralized into three areas: NORTH AMERICA BR (965-1015), EUROPE BR (965-5715), SPECIAL AREAS BR (965-5288). Assists **business** and the manufacturing industry in developing trade leads and sales outlets. Investigates marketing problems; screens potential licensees or joint ventures partners; assists in capital projects abroad. Organizes trade, technology and **business** opportunity missions, international trade fairs. Counsels foreign companies seeking manufacturing investment opportunities in Ontario. North America Br has offices in New York, Chicago, Los Angeles. Europe Br covers all European countries with offices in Brussels, Frankfurt, London, Milan, Paris & Stockholm. Special Areas Br deals with remaining areas and has offices in Tokyo. This branch also assists architects, engineers, heavy equipment manufacturers in obtaining international capital projects.

416-965-5711

IND & TOUR, INDUSTRY SECTOR POLICY BR develops policy proposals for governmental consideration relating to the problems, needs and opportunities of industry on a sector basis. Develops analyses on a sector basis for the information of government officials and the **business** community. Provides Ontario comment to the federal Foreign Investment Review Agency (FIRA).

416-965-4566

IND & TOUR, MANAGEMENT SERVICES BR provides the ministry with administrative services. See first entry under Administrative Services for a description of this function. Also provides the ministry with foreign language services (965-1587). Operates a library (965-3365) that has information on international trade, technology, tourism, small **business**, industry and related subjects. Permits access to its facilities for research purposes.

416-965-5331

IND & TOUR, SELECTIVE PLACEMENT SECTION under the Small Business Operations Division provides professional and skilled manpower counselling to Ontario **business** and in cooperation with Canada Employment & Immigration, overseas recruitment assistance to Ontario employers. Contact Queen's Park or regional offices listed in the Appendix (in Metro Toronto, 491-7680).

416-965-4255

IND & TOUR, TOURISM DEVELOPMENT BR contributes to sound growth of tourism with programs designed to help existing & potential tourist facilities operators & investors through three functions: Industry Improvement, Planning & Project Development. Industry Improvement provides technical & **business** counselling to investors & entrepreneurs; provides info on funding by the Ontario Development Corporations; prepares planning & management manuals (e.g., operation of ski & other resorts, camps, marinas). Planning involves preparation & publicity of studies to identify potential investment & development opportunities of interest to the private sector. Project Development (965-7846) establishes feasibility of tourism projects of regional or provincial significance which may require some government assistance to ensure private development.

416-965-9380

IND & TOUR, UNIVERSITY CONSULTING SERVICES under the Small Business Operations Division administers grants to **Business** Schools at Ontario universities for employment of their students in providing consultant services to small **business** during the summer vacation. Contact Queen's Park or regional offices listed in the Appendix (in Metro Toronto, 491-7680).

416-965-1160

REVENUE, CORPORATIONS TAX BR administers the Corporations Tax Act and the Railway Fire Charge Act. The branch deals with corporations tax, i.e., corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital), clearances of liens on sale of real property (when lien has been placed on corporation property in respect of unpaid tax, penalties or interest), consents to revive or surrender charters or to dissolve a corporation voluntarily and special tax on insurance companies based on taxable insurance premiums. Answers questions on corporations tax credits on investment in new issues of Small **Business** Development Corporations (SBDC) equity shares under the new SBDC Act (965-4040). For information on Land Transfer Tax, call 965-1774.

416-965-5772

REVENUE, RETAIL SALES TAX BR administers the collection of Retail Sales Tax by Ontario vendors. This tax is paid to vendors by consumers at the time of purchase on most goods and some services (e.g. entertainment) consumed in Ontario. The branch operates district offices (listed in the Appendix) throughout Ontario which register vendors, issue vendors permits (Provincial Sales Tax licences) and provide information concerning exemptions and other aspects of the Retail Sales Tax including vendor information for those starting a **business**. District Offices also carry out periodic audits. Tax collected under the Race Tracks Tax Act is also administered by the branch. In Metro Toronto, call 487-7161.

416-965-8470

REVENUE, SMALL BUSINESS DEVELOPMENT PROGRAM. When proclaimed the Small **Business** Development Corporations Act (SBDC), 1979 will allow Ontario residents to establish SBDCs to direct investment funds and provide managerial assistance to qualifying small businesses. Ontario resident investors in new equity shares of SBDC shares will receive a grant. Corporations who invest in new issues of SBDC equity shares will receive

a credit against the Ontario corporate income tax. Grants or credit will equal 30% of amount paid for the shares. For further information call 965-8470 in Metro Toronto. Outside Metro Toronto dial direct (toll-free) 1-800-268-7121 except residents in area code 807 who should ask Operator for Zenith 8-2000 (toll-free).

416-922-5450

**SOL GEN, RETAIL BUSINESS HOLIDAYS ACT** came into force Jan. 1, 1976 to provide for common days of rest on which retailing is kept to a minimum and leisure time activity is encouraged. It requires Ontario retail **business** establishments to close each Sunday, New Year's Day, Good Friday, Victoria Day, Dominion Day, Labour Day, Thanksgiving Day, Christmas Day & Boxing Day. Certain **business** establishments are exempt. The law is enforced by the police. Telephone No. 922-5450 provides recorded information. If faced with a legal problem or in order to get an authoritative interpretation of the law, refer to the Act or consult a lawyer. The Act is available from: Ontario Government Bookstore, 880 Bay St., Toronto (965-2054).

416-248-3634

**TR & COMM, ECONOMIC POLICY OFFICE** develops economic policies for the transportation sector. Provides transport or shipping advice to small **business** and produces a monthly newsletter on transport development. Divided into three sections: Modal Studies (248-3744); Forecasting (248-3756); and Pricing and Market Studies (248-3634).

## **BUSINESS DISTRICTS**

Business Districts improvement, see Housing Business Improvement Area, also Housing Main Street Revitalization Program.

## **BUTTER**

Butter, see Dairy

## **BY-LAWS**

By-laws (municipal) are passed by municipal councils; for information contact municipal clerk's office. For offences arising from infraction of some municipal by-laws, see Att Gen Provincial Courts Criminal Div.

## **CABINET**

416-965-1945

The Cabinet, officially called the Executive Council, exercises the executive power of the Ontario Government. The Cabinet comprises the Premier, the Provincial Secretaries of the three policy fields, Ministers directing ministries within these policy fields, the Treasurer & Minister of Economics, the Minister of Intergovernmental Affairs, the Minister of Revenue, the Minister of Government Services, Ministers without portfolio & the Chairman of Management Board. The Secretary of the Cabinet and Clerk of the Executive Council is head of the Cabinet Office. The Cabinet Office provides staff support for Cabinet, the Policy & Priorities Board of Cabinet and the Cabinet Committees on Legislation, Justice, Resources Development, Social Development, Confederation & other committees as required. For information on the structure of Cabinet (Executive Council) write to Cabinet Office, Rm. 381, Legislative Bldg., Queen's Park, Toronto M7A 1A1.

**CABINET COMMITTEE ON CONFEDERATION**

416-965-1020

**CABINET COMMITTEE ON CONFEDERATION** comprising members of Cabinet advises the government on: the relationship of Ontario to Confederation and on related federal-provincial and interprovincial relationships; how the public might acquire further understanding of the advantages of confederation; means of greater interaction between Ontarians and the people from the other provinces.

**CABLE TELEVISION**

Cable Television, see TR & Comm Communications Policy Br, also TR & Comm Communications Operations Br.

**CAISSES POPULAIRES**

Caisses Populaires, see Credit Unions

**CAMPGROUNDS**

Campgrounds, see also Camps, Tourist Facilities.

416-965-4008

**IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION** accepts collect calls (965-3448 for calls in French). Provides Ontario travel counselling to the public. Supplies information and publication on tourist attractions, accommodations, **campgrounds** & parks (incl. trails, canoe routes), events, festivals, exhibitions & tours, facilities for hunting, summer & ice fishing, boating, skiing & other winter activities. Distributes road and tourist maps. Reports on up-to-date ski & winter road conditions, fall colour & **campgrounds** vacancy. Operates nine travel information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald Block). Eleven travel information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

416-965-2745

**NAT RES, PROVINCIAL PARKS BR** manages provincial parks, canoe routes, water access points, snowmobile trails, waterfowl hunting areas. Also manages park **campgrounds**, trails and concessions. Cooperates with federal government and municipalities in planning parks and provides financial assistance to municipalities for park development. For general information on parks contact 965-3081 and for park vacancy reports during the summer months call 967-0427 9 A.M. to 9 P.M., seven days a week. Develops and coordinates provincial parks planning and other public recreation facilities (965-3981). Assists other government and private agencies with related planning. Contact regional or district offices listed in Appendix.

**CAMPS**

Camps, see also Campgrounds, Tourist Facilities.

416-965-5665

**CULT & REC, SPECIAL INTERESTS UNIT, Recreational Services Section of the Sport, Fitness & Recreation Services Br** advises community regional and provincial recreation agencies and institutions and is responsible for the development of resources in: therapeutic recreation, outdoor recreation, camping, non-profit **camp**s, recreation for families, senior citizens and youth, community recreation services, recreation education and research.

Provides grants to non-profit **camps**. The Unit is also responsible for the certification of recreation professionals and provides support to professional recreation associations.

416-965-7678

**HEALTH, PUBLIC HEALTH BR PUBLIC HEALTH ENGINEERING** Section collects and evaluates data on the analysis of drinking water and on the quality of the supply in recreational areas. Provides engineering advice on control measures for outbreak of communicable disease, on treatment of non-municipal water supply, on improper waste disposal systems, and on the design and operation of recreational **camps** and other facilities, housing and institutions. Issues licences to summer **camps**. Administers regulation regarding public swimming pools under the Public Health Act, including approval of building plans. See other sections in Health Public Health Br described separately.

416-965-4255

**IND & TOUR, TOURISM DEVELOPMENT BR** contributes to sound growth of tourism with programs designed to help existing & potential tourist facilities operators & investors through three functions: Industry Improvement, Planning & Project Development. Industry Improvement provides technical & business counselling to investors & entrepreneurs; provides info on funding by the Ontario Development Corporations; prepares planning & management manuals (e.g., operation of ski & other resorts, **camps**, marinas). Planning involves preparation & publicity of studies to identify potential investment & development opportunities of interest to the private sector. Project Development (965-7846) establishes feasibility of tourism projects of regional or provincial significance which may require some government assistance to ensure private development.

## CANADA STUDENT LOAN

Canada Student Loan, see Coll Univ Student Awards Br.

## CANADIAN LEARNING MATERIALS FUND

Canadian Learning Materials Fund, see Educ Curriculum Br

## CANADIANA

Canadiana, see Royal Ontario Museum.

## CANCER

Cancer Society fund raising in the Ontario Public Service, see Civ Serv Admin Services Br Community Liaison.

416-423-4240

**HEALTH, ONTARIO CANCER TREATMENT AND RESEARCH FOUNDATION** conducts regional treatment centres where treatment of **cancer** by radiotherapy and chemotherapy is given to patients referred by their doctors. It is affiliated with and supports the Ontario Cancer Institute (incorporating the Princess Margaret Hospital in Toronto). Rehabilitation services are also provided for patients needing speech therapy or prosthetic devices. Grants are awarded for **cancer** research and medical graduates are encouraged to work on **cancer** treatment. Contact regional offices of the Ontario Cancer Treatment and Research Foundation.

## CANOE ROUTES

416-965-4008

**IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION** accepts collect calls (965-3448 for calls in French). Provides Ontario travel counselling to the

public. Supplies information and publication on tourist attractions, accommodations, campgrounds & parks (incl. trails, **canoe routes**) events, festivals, exhibitions & tours, facilities for hunting, summer & ice fishing, boating, skiing & other winter activities. Distributes road and tourist maps. Reports on up-to-date ski & winter road conditions, fall colour & campgrounds vacancy. Operates nine travel information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald Block). Eleven travel information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

416-965-5134

NAT RES, ADMINISTRATIVE SERVICES BR, besides the usual administrative services functions, operates a public service centre which serves the public through these units: Aerial Photo Unit (965-1123) which provides aerial photographs; Map Unit (965-6511) which provides topographical and geographical maps including **canoe routes**; Mines Publications Unit (965-1348) which provides publications on mining; and Hunting and Fishing Licences Sales (965-6512). Hunting and fishing licences are also available from ministry regional or district offices (listed in the Appendix) and some sporting goods stores. For a description of administrative service functions, see first entry under Administrative Services. The branch also provides information on frog, turtle & snake identification (965-5134).

416-965-2745

NAT RES, PROVINCIAL PARKS BR manages provincial parks, **canoe routes**, water access points, snowmobile trails, waterfowl hunting areas. Also manages park campgrounds, trails and concessions. Cooperates with federal government and municipalities in planning parks and provides financial assistance to municipalities for park development. For general information on parks contact 965-3081 and for park vacancy reports during the summer months call 967-0427 9 A.M. to 9 P.M., seven days a week. Develops and coordinates provincial parks planning and other public recreation facilities (965-3981). Assists other government and private agencies with related planning. Contact regional or district offices listed in Appendix.

## CAR

Car, see Vehicles

## CAR POOLING

Car Pooling, see Tr & Comm Systems Research Transit Systems.

## CAREER COUNSELLING

Career information for secondary school students (Student Guidance Information Service), see Educ Student Activities & Special Projects.

416-965-9604

CIV SERV, STAFF DEV BR, CAREER COUNSELLING Section provides **career counselling** to employees of the Ontario Public Service. Complements each ministry's **career counselling** programs. See also Civ Serv Staff Dev Br Planning & New Programs and Civ Serv Staff Dev Br Staff Development for other functions of this branch.

## CARPENTERS

Carpenters (certification), see Coll Univ Industrial Training Br Trades.

**CARTOGRAPHY**

Cartography, see Maps

**CASH MANAGEMENT**

Cash Management, Province of Ontario, see Treas Econ Finance Management Br.

**CATERING**

Catering Contracts for Cafeterias, see Govt Serv Property Management Br

**CATTLE**

Cattle, see Livestock

**CAUCUS OFFICE**

Caucus Office, see Government Caucus Office (Progressive Conservative Party), Liberal Party Caucus Office (Official Opposition) and New Democratic Party Caucus Office.

**CCR ADMINISTRATIVE SERVICES BR**

416-963-0396

CCR, ADMINISTRATIVE SERVICES BR supplies the ministry with administrative services. For a description of functions see first entry under Administrative Services.

**CCR ATHLETICS COMMISSIONER**

416-963-0844

CCR, ATHLETICS COMMISSIONER regulates professional boxing and wrestling in Ontario. Issues licences to professional boxers (including promoters and managers) and wrestlers.

**CCR BAILIFFS COLLECTION AGENCIES MORTGAGE BROKERS**

416-963-0366

CCR, BAILIFFS, COLLECTION AGENCIES, MORTGAGE BROKERS, CONSUMER REPORTING, PAPERBACK & PERIODICAL DEALERS ACTS. The Registrar of these Acts ensures the protection of Ontario consumers through control and supervision of private bailiffs, collection agencies, consumer reporting agencies (credit and personal information investigation), mortgage brokers and dealers of paperbacks and periodicals. While this office recommends appointments under the Bailiffs Act, it is the ministry's Central Registration Section that accepts registration of businesses under the other Acts (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File: 963-0441). Consumer complaints relating to all these Acts are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

**CCR BUILDING CODE BR**

416-965-5881

CCR, BUILDING CODE BR is developing a fire code and administers a building code for Ontario to ensure safety and minimize building, health and fire hazards. Advises municipalities on matters pertaining to building by-laws, which are a local, not provincial, responsibility. Is responsible for the Ontario Plumbing Code which is at present Reg. 647 of the Ontario Water Resources Act.

**CCR CEMETERIES BR**

416-963-0511

CCR, CEMETERIES BR administers the Cemeteries Act which regulates the operations of commercial and non-profit cemeteries, burial grounds, church yards, mausolea, crematoria and columbaria. The branch also answers inquiries and investigates complaints about cemeteries and burials. Contact Queen's Park or regional offices listed in the Appendix. For inquiries about funeral directors and embalmers, call the Registrar of the Board of Funeral Services, First Floor, 25 Grosvenor St., Toronto, 921-5164. The Board operates under the Funeral Services Act, administered by the Ministry of Health.

**CCR CENTRAL REGISTRATION SECTION**

416-963-0441

CCR, CENTRAL REGISTRATION SECTION under the Consumer Advisory Services Br provides actual registration functions and maintains central registry of any business registered under the following Acts: Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers, Mortgage Brokers, Travel Industry and Paperback & Periodical Dealers (wholesalers of paperbacks & periodicals). Answers inquiries from government agencies and the public as to whether a business is registered under these Acts (963-0441). For new applications call 963-0446, renewals 963-0444, revisions 963-0448.

**CCR COMMERCIAL REGISTRATION APPEAL**

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

**CCR COMMERCIAL REGISTRATION BR**

416-963-0366

CCR, COMMERCIAL REGISTRATION BR protects the public interest by administering the annual licensing or registration of businesses under the regulatory acts administered by this Ministry.

**CCR COMMUNICATIONS SERVICES BR**

416-963-0339

CCR, COMMUNICATIONS SERVICES BR provides information service for the Ministry of Consumer and Commercial Relations. For a description of activities, see first entry under Information Service. See also CCR Consumer Information Centre. For specific consumer complaints contact Consumer Services Bureaux listed in the Appendix. In Toronto call 963-0321.

**CCR COMPANIES SERVICES BR**

416-963-0387

CCR, COMPANIES SERVICES BR processes articles of incorporation, articles of amendment of business corporations, and applications for incorporation of churches, non-profit corporations and cooperatives, and issues letters patent (charters) with respect to them. Processes applications for licences in mortmain and extra-provincial licences. See also other sections of this branch described separately.

**CCR COMPANIES SERVICES BR CORPORATION INFO**

416-963-0543

CCR, COMPANIES SERVICES BR CORPORATION INFORMATION Section maintains records on Ontario corporations including their filing of notices of change, by-laws, special resolutions, cancellation of charters (letters patent, certificates of incorporation) and extra-provincial licences. Also deals with arrears statements re notices of change, default notices and revival of corporations.

**CCR COMPANIES SERVICES BR CORPORATION NAMES**

416-963-0547

CCR, COMPANIES SERVICES BR CORPORATION NAMES Section deals with the clearance and reservation of corporate names for new business and proposed changes of names by existing corporations.

**CCR COMPANIES SERVICES BR PARTNERSHIPS**

416-963-0510

CCR, COMPANIES SERVICES BR PARTNERSHIPS REGISTRATION Section deals with registration of partnerships, limited partnerships and proprietorships. Registers corporations that carry on business in Ontario by a name or style other than its corporate name. Also registers dissolution or withdrawal of these businesses and conducts public searches of documents relating to all the above business ventures.

**CCR COMPANIES SERVICES BR RECORDS**

416-963-0389

CCR, COMPANIES SERVICES BR RECORDS Section deals with searches of corporations, files, certificates of corporation status and registration of corporation securities such as corporate mortgages, bonds, debentures (963-0390). Can provide copies of documents (e.g. articles of incorporation, annual returns) of corporations in Ontario.

**CCR COMPANY LAW BR**

416-963-0373

CCR, COMPANY LAW BR provides legal counselling to the Companies Division and handles inquiries of legal nature from the public about: incorporation of business and non-profit corporations, licences in mortmain, extra-provincial licences, registration of partnerships and sole proprietorships, names and name style registration by corporations, and registration of securities registered against the personal property of corporations, e.g. corporate bonds, debentures, trust indentures and corporate mortgages. This includes sorting out deficiencies in the applications submitted to the Companies Services Branch.

**CCR CONDOMINIUM ONTARIO**

416-482-6636

CCR, CONDOMINIUM ONTARIO is an independent organization composed of a number of representatives of condominium owners and others experienced in the condominiums field to provide legal, technical and information services in the resolution of disputes. Under the amended Condominium Act (Bill 103), a dispute between the condominium owner or unit owner and the Condominium Corporation could be settled by a 'Condominium Ontario' review officer without having to resort to the courts.

**CCR CONSUMER ADVISORY SERVICES BR**

416-963-0331

CCR, CONSUMER ADVISORY SERVICES BR operates Consumer Services Bureaux across Ontario (see CCR Consumer Services Bureaux). The branch has officers who can speak to consumers and business groups on consumer protection laws under the Business Practices Division. The Central Registration Section of this branch provides actual registration functions and maintains a central file of registered businesses or persons. See CCR Central Registration Section for further details.

**CCR CONSUMER INFORMATION CENTRE**

416-963-1111

CCR, CONSUMER INFORMATION CENTRE, part of Communications Services Branch, provides bilingual consumer information service for the general public, a library (963-0200) of consumer and corporate resource materials, previewing of materials by mail for consumer educators, and consulting services to professionals working with consumers in the field. Collect calls welcome.

**CCR CONSUMER SERVICES BUREAUX**

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and deceptive or unfair business practices. Nine Bureaux across Ontario handle complaints under these Acts: Bailiffs (private bailiffs), Business Practices, Collection Agencies, Consumer Protection (e.g., finance charges on credit purchases and loans), Consumer Protection Bureau, Consumer Reporting (credit reporting and personal investigation agencies), Mortgage Brokers, Motor Vehicle Dealers, Paperback & Periodical Distributors (wholesalers of paperbacks and periodicals), Real Estate and Business Brokers, and Travel Industry (travel agents & wholesalers). The Business Practices Act specifies some practices considered to be deceptive, unfair or unconscionable and provides the consumer with redress procedures. See list of Bureaux in the Appendix.

**CCR CREDIT UNIONS & COOPERATIVES SERVICES BR**

416-963-0515

CCR, CREDIT UNIONS & COOPERATIVES SERVICES BR administers the legislation affecting credit unions and cooperatives. Supervises credit unions, caisses populaires and cooperatives, including their incorporation, management, audit and dissolution. Gives advice and information to credit unions, caisses populaires and cooperatives. Handles inquiries and complaints concerning them.

**CCR ELEVATING DEVICES BR**

416-965-4111

CCR, ELEVATING DEVICES BR inspects and licenses elevating devices including elevators, escalators, dumbwaiters, moving walks, platform lifts and ski lifts to ensure safety. Reviews and approves designs of new installations and major alterations. Investigates accidents and complaints of unsafe conditions or improper use of elevating devices. Registers contractors involved in maintenance and monitors their performance.

**CCR FINANCE & SYSTEMS BR**

416-963-0261

CCR, FINANCE & SYSTEMS BR provides all programs of the Ministry with financial management and accounting services such as payroll reconciliation, accounts payable, formulation of program estimates and branch budgets. Receives and processes all revenue received by the Ministry. Develops Ministry policies and procedures regarding financial control and management performance reporting systems. Provides service and professional advice to Ministry management on all facets of systems development and Electronic Data Processing.

**CCR FINANCIAL INSTITUTIONS**

416-963-0471

CCR, FINANCIAL INSTITUTIONS DIV issues licences to and regulates insurance companies, investment contract companies, prepaid hospital and medical associations, mutual benefit and fraternal societies. Also issues licences to and regulates loan companies and trust companies (963-0477). Answers inquiries on insurance plans and premiums and advises policyholders involved in claims disputes (963-0471), and on deposits and mortgages with loan and trust companies (963-0477). Issues licences to insurance agents, brokers, salesmen, adjusters and investigates related complaints (963-0481). Deposits in credit unions and caisses populaires are insured with the Ontario Share & Deposit Insurance Corporation (OSDIC) (759-9778).

**CCR FUELS SAFETY BR**

416-965-7627

CCR, FUELS SAFETY BR which administers the Ontario Energy Act, strives to prevent loss of life, bodily injury and property damage by controlling safety hazards which can arise from the transmission, distribution and utilization of fuels such as natural gas, oil and propane, and the transport, storage and handling of gasoline. Issues certificates and licences (including contractors' licences for heating and air conditioning) and audits such operations.

**CCR HUDAC NEW HOME WARRANTY PROGRAM**

416-922-3005

The Ontario New Home Warranties Plan Act which came into effect Dec. 31, 1976, requires registration of all builders of new homes including condominiums and mobile homes with the Housing & Urban Development Ass'n. of Canada (HUDAC) New Home Warranty Program, a non-profit corporation. The self-financing program provides a warranty that new and previously unoccupied homes sold after the end of 1976 are free from defects for one year and from major structural faults for an additional four years. The Corporation will handle complaints from buyers of new homes, condominiums and mobile homes. Both builders and buyers can file appeals on Corporation decisions with the Commercial Registration Appeal Tribunal. Program covers mobile homes placed on permanent foundations for permanent occupancy and meeting applicable building codes.

**CCR INTERNAL AUDIT**

416-963-0435

CCR, INTERNAL AUDIT is responsible for the ministry's audit function. For a description of the function see first entry under Audit.

**CCR INVESTIGATION AND ENFORCEMENT BR**

416-963-0302

CCR, INVESTIGATION AND ENFORCEMENT BR performs a support role to the administrators of the various registration acts administered by the ministry, and conducts investigations under them. Complaints from the public are normally answered by Consumer Advisory Bureaux (see list in Appendix).

**CCR LAND BOUNDARIES PROGRAM**

416-963-0436

CCR, LAND BOUNDARIES PROGRAM, Legal & Survey Standards Br provides a quality control for surveys, plans and description of land including condominiums (its by-laws, declaration and description), for registration in land registry offices. Also provides for the confirmation of the true location of boundary lines which have been lost or obliterated. Provides financial assistance under the Land Titles Survey Fund under special circumstances. Contact Queen's Park or Land Registry Offices, listed in the Appendix.

**CCR LEGAL SERVICES**

416-963-0348

CCR, LEGAL SERVICES Section provides legal services for the Ministry of Consumer and Commercial Relations. For a description of activities see first entry under Legal Services.

**CCR LIQUOR CONTROL BOARD OF ONTARIO**

416-965-4911

CCR, LIQUOR CONTROL BOARD OF ONTARIO (LCBO) oversees the distribution and sale of liquor (spirits, alcohol, ale, beer and wine) for home consumption and liquor sales to licensed establishments through government stores throughout Ontario. The LCBO imports special orders of products not normally carried. Special rare wine and spirits cellars are operated in Toronto (416-965-3036) and in Ottawa (613-733-0041) to stock only high quality products in limited supply. Consultants are available in liquor stores in some metropolitan areas to advise on choosing wine. Duty-free stores at the Toronto International Airport sell liquor to foreign-bound passengers.

**CCR LIQUOR LICENCE APPEAL TRIBUNAL**

416-965-7798

CCR, LIQUOR LICENCE APPEAL TRIBUNAL holds public hearings on appeals from persons aggrieved by Liquor Licence Board's decisions to: refuse to issue, renew or approve a transfer of a licence; suspend, revoke or refuse to renew a manufacturer's licence; temporarily suspend a licence or permit in the public interest; impose terms and conditions on an individual; refuse to register an agent or representative; issue an interdiction order; issue an Order of Cessation of advertisement or public notice.

**CCR LIQUOR LICENCE BOARD OF ONTARIO**

416-965-4654

CCR, LIQUOR LICENCE BOARD OF ONTARIO (LLBO) issues, renews, transfers, suspends and revokes liquor licences for on-premise sale and consumption of alcohol.

including special occasion permits. The Liquor Licence Board also regulates advertising for and inspects all licensed establishments. Age of Majority Cards are available on a voluntary basis to Ontario residents over 19. Application forms may be obtained from liquor stores and brewers retail outlets. For information on obtaining liquor licences call 965-4691; Age of Majority Cards, 965-4964; special occasion permits, 965-4675; advertising, 965-3450; inspections, 965-4666.

**CCR LOTTERIES BR**

416-963-0272

CCR, LOTTERIES BR issues licences, supervises and controls all lottery operators in Ontario. These include bingos, raffles and games of chance operated within the Criminal Code of Canada. Copies of the regulations are available from the branch on request.

**CCR MOTOR VEHICLE ACCIDENT CLAIMS FUND**

416-963-0501

CCR, MOTOR VEHICLE ACCIDENT CLAIMS FUND (MVAC) provides compensation to victims of accidents caused by drivers of uninsured, stolen and hit and run vehicles by administering the Motor Vehicle Accident Claims Act. Funds are received by: charging uninsured vehicle owners \$150 to register each vehicle; a \$1.00 annual assessment charged on every driver's licence issued; repayments by uninsured debtors for monies paid out on their behalf.

**CCR MOTOR VEHICLE DEALERS ACT**

416-963-0411

CCR, MOTOR VEHICLE DEALERS ACT. The Registrar's office administers the Motor Vehicle Dealers Act for the control and supervision of dealers and salesmen of new and used motor vehicles. The ministry's Central Registration Section performs the registration function and maintains a central file of registrants (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File: 963-0441). Complaints concerning the purchase and sale of motor vehicles are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

**CCR OFFICE OF THE REGISTRAR GENERAL**

416-965-1687

CCR, OFFICE OF THE REGISTRAR GENERAL registers and records Ontario births, deaths, marriages and still-births. It also keeps adoption, divorces and name changes records. Statistics relating to births, deaths, marriages, divorce and still-births are compiled annually. Plastic, paper and certified photocopies of birth, death and marriage certificates are provided to those entitled on application and payment of \$3.00 each. For correction of errors in registrations, contact Amendments Section, 965-2260. Under the Marriage Act certificates of registration are issued to people authorized to perform marriages in Ontario. Contact Marriage Office, 965-2026. Contact Office of the Registrar General or local municipal office for advice on registration of births or deaths.

**CCR ONTARIO RACING COMMISSION**

416-963-0520

CCR, ONTARIO RACING COMMISSION (ORC) promotes the proper management of horse racing and the orderly behaviour and integrity of participants. Issues licences to participants and encourages the improvement of the quality of horses that race. Contact judges and stewards at race tracks or the head office of the Ontario Racing Commission.

**CCR ONTARIO SECURITIES COMMISSION**

416-963-0223

CCR, ONTARIO SECURITIES COMMISSION (OSC) maintains public files on companies' disclosure of take-over bids, proxy and proxy solicitation, insider trading and financial disclosure for the benefit of investors (963-0259). Processes mining and other prospectus offerings of securities as well as applications for transfer or release of securities from escrow (963-0239). Registers stockbrokers, salesmen and investment advisers, commodity futures dealers, salesmen and advisers (963-0228). Investigates complaints about stockbrokers and salesmen and commodity brokers and salesmen and complaints about actions by companies affecting the value of securities (963-0242). Answers general questions about commodity futures trading (963-0255).

**CCR PENSION COMMISSION OF ONTARIO**

416-963-0522

CCR, PENSION COMMISSION OF ONTARIO administers the Pension Benefits Act, which includes the registration of all private pension plans covering employees in Ontario. Also seeks to improve the quality and the administration of pensions.

**CCR PERSONAL PROPERTY REGISTRATION**

416-963-0451

CCR, PERSONAL PROPERTY REGISTRATION BRANCH operates the Personal Property Security Registration System (PPSR) in which the lender of money can record security interests in personal property (e.g. motor vehicles) when property is sold 'on time' or pledged as security for a loan. System also provides an inquiry capability so that a third person can protect himself from security interests or liens when buying personal property (e.g., motor vehicles) or accepting it as collateral for a loan. Inquire through owner's name or motor vehicle serial number by telephone for Deposit Account Holders or in person & by mail upon payment of a fee. Contact local PPSR Branch listed in the Appendix. In Toronto call 963-0461. System serves the financial community, vehicle dealers, the public. The document creating the security interest is a security agreement (includes chattel mortgage, conditional sale contract, assignment of book debts). The document that is registered is a financing statement.

**CCR PERSONNEL SERVICES BR**

416-963-0277

CCR, PERSONNEL SERVICES BR performs the personnel functions for the Ministry of Consumer and Commercial Relations. For a description of branch activities, see first entry under Personnel.

**CCR POLICY & PLANNING BR**

416-963-0309

CCR, POLICY & PLANNING BR economists conduct ministry research projects.

**CCR PRESSURE VESSELS SAFETY BR**

CCR, PRESSURE VESSELS SAFETY BR strives to minimize the loss of life and property arising from the operation of boilers and pressure vessels. Under the Boilers & Pressure Vessels Act (965-4121) and the Operating Engineers Act (965-4188), the branch ensures safety by reviewing boiler and pressure vessel designs and welding procedures, doing inspections during fabrication and installation, and periodically thereafter if vessel is uninsured. Inspects major repairs to all boilers and pressure vessels. Qualifies and issues licences to welders.

**82 CCR PROPERTY LAW PROGRAM**

Registers and classifies steam, refrigeration and compression plants and issues licences to their operators and operating engineers. Issues licences to hoisting engineers (crane operators). Investigates related accidents. Contact Queen's Park or regional offices listed in the Appendix.

**CCR PROPERTY LAW PROGRAM**

416-963-0423

CCR, PROPERTY LAW PROGRAM, Legal & Survey Standards Branch performs statutory functions of Director of Titles: responsible for legal quality of land registration records and instruments. Drafts amendments to, and regulations under the Land Titles Act, the Registry Act, the Condominium Act (governing condominiums), the Boundaries Act and the Certification of Titles Act. Processes applications of title and for conversion of title from the land registry system to the land titles system.

**CCR REAL ESTATE AND BUSINESS BROKERS**

416-963-0406

CCR, REAL ESTATE AND BUSINESS BROKERS ACT ensures protection of Ontario consumers through registration of real estate and business brokers and salesmen. The Ministry's Central Registration Section performs the registration function and maintains a central file of registrants, (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File 963-0441). Before foreign land can be sold in Ontario, sellers must provide prospective buyers with accurate description of property and terms of sale. Description is checked for accuracy by inspectors. Complaints regarding real estate and business brokers are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

**CCR REGIONAL PROPERTY REGISTRATION**

416-963-0465

CCR, REGIONAL PROPERTY REGISTRATION Branches I and II phone numbers are 963-0462 & 963-0466 respectively. The branches operate land registry offices (LRO's) throughout Ontario which provide services of the land titles and land registry systems. The LRO'S register and record documents for real property (land) and personal property titles including liens on them. Registration records (including those of condominiums) may be examined for a fee. Mortgages are normally discharged through a lawyer who prepares the document. The discharge is then registered with the local LRO. There is a LRO in each county or district (see Appendix for list). In Toronto LRO'S are located at New City Hall, with these telephone numbers: Toronto and York Land Titles, 965-5248; Toronto Land Registry, 965-7553; Toronto Boroughs and York South Land Registry, 965-7588.

**CCR RENT REVIEW**

416-964-7808

CCR, RENT REVIEW. Ontario's Residential premises Rent Review Act 1975 as amended limits the amount of rent a landlord may charge for a rental unit to 6% until December 31, 1979. Houses, apartments, townhouses, rooming houses, mobile home parks are covered. There are some exemptions such as public housing. The act came into effect December 18, 1975 and will remain in effect until November 30, 1979. Rent Review Officers in major centres in Ontario will review application forms (filed either by landlord or tenant) regarding rent increases. If decision of Rent Review Officer is disagreed with, an appeal may be made to the Residential Premises Rent Review Board. Contact Rent Review Office in municipality. For those living outside the toll-free dialing area, dial the Operator and ask for Zenith 9-6000.

**CCR RESIDENTIAL PREMISES RENT REVIEW BOARD**

416-964-3556

CCR, RESIDENTIAL PREMISES RENT REVIEW BOARD is an appeal tribunal which hears landlord and tenant appeals on decisions of the Ontario Rent Review Program.

**CCR THEATRES BR**

416-421-2462

CCR, THEATRES BR aims to maintain a reasonable standard of decency in films exhibited in Ontario theatres. Is responsible for censorship of videotape, 8mm, 16mm, 35mm, or wider films. Sets standards for, inspects and issues licences to theatres, drive-in theatres, film exchanges, videotape machines, 8mm and 16mm projectors. Issues licences to projectionists. Approves motion picture advertising and classification.

**CCR TRAVEL INDUSTRY ACT**

416-963-0418

CCR, TRAVEL INDUSTRY ACT, to protect the financial interests of Ontario travellers, and to ensure ethical conduct and good travel service, requires the registration of travel agents and wholesalers. The Ministry's Central Registration Section performs the registration function and maintains a central file of registrants, (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File: 963-0441). Consumer complaints are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

**CCR UPHOLSTERED AND STUFFED ARTICLES BR**

416-965-2127

CCR, UPHOLSTERED AND STUFFED ARTICLES BR ensures safety by registering renovators and manufacturers of upholstered and stuffed articles; inspecting premises of registrants as well as retailers of these articles. Investigates consumer complaints about stuffed furniture, mattresses, pillows, clothing materials, toys, etc. and tests filling material submitted to the branch. Contact Queen's Park or regional offices listed in the Appendix.

**CEASE AND DESIST ORDERS**

Cease and Desist Orders, see CCR Commercial Registration Appeal.

**CEMETERIES**

416-362-1331

ATT GEN, PUBLIC TRUSTEE manages estates of mentally incompetent persons (mainly those in psychiatric hospitals and facilities for the retarded). May be appointed Administrator of estates of Ontarians who die intestate without adult next-of-kin in Ontario and may manage such an estate as would a private trustee. May also be appointed Executor under a will. The Public Trustee is authorized to accept private trusts, Powers of Attorney, etc. Advises charitable organizations of legacies from wills and reviews operations of charities. Receives in trust assets of corporations undergoing dissolution. Authorized to receive funds in trust for perpetual care of **cemeteries**.

416-963-0511

CCR, CEMETERIES BR administers the Cemeteries Act which regulates the operations of commercial and non-profit **cemeteries**, burial grounds, church yards, mausolea, crematoria and columbaria. The branch also answers inquiries and investigates complaints about **cemeteries** and burials. Contact Queen's Park or regional offices listed in the Appendix. For inquiries about funeral directors and embalmers, call the Registrar of the Board of Funeral

Services, First Floor, 25 Grosvenor St., Toronto, 921-5164. The Board operates under the Funeral Services Act, administered by the Ministry of Health.

## CENSORSHIP

416-421-2462

CCR, THEATRES BR aims to maintain a reasonable standard of decency in films exhibited in Ontario theatres. Is responsible for **censorship** of videotape, 8mm, 16mm, 35mm, or wider films. Sets standards for, inspects and issues licences to theatres, drive-in theatres, film exchanges, videotape machines, 8mm and 16mm projectors. Issues licences to projectionists. Approves motion picture advertising and classification.

## CENSUS

Census, see Revenue Assessment Field Operations Br.

## CENTRAL HUMAN RESOURCES INVENTORY

Central Human Resources Inventory, see Civ Serv Recruitment Br Staffing Services

## CHAPLAINCY

416-965-3733

CIV SERV, ADMIN SERVICES BR, CHAPLAINCY Services Section coordinates policies and procedures relating to the provision of **chaplaincy** services in ministries with institutions. Provides liaison between affected ministries and the Interfaith Committee of the Council of Churches.

416-750-3366

CORR SERV, INSTITUTIONAL PROGRAM SUPPORT SERVICES provides consultative services to programs in the Ministry's correctional institutions. Consultants in medicine, psychiatric and dental care, psychology, social work and **chaplaincy** are responsible for planning and supervision of services in these fields. Institutional program support is also given in the areas of resources management, new facilities development, preventive security, classification and allocation of inmates, education, food services, industrial programs, nursing, recreation and library services. The latter six programs are described separately in this index. See Corr Serv Education Services, Corr Serv Food Services, Corr Serv Industrial Programs, Corr Serv Nursing Services, Corr Serv Recreation Services and Corr Serv Library Services. Correctional institutions are listed in the Appendix.

## CHARITABLE ORGANIZATIONS

Charitable Organizations, see also Non-Profit Corporations. There are many kinds of charitable organizations. For information on their funding see specific activity for which funds are needed or look under Grants, Loans, Financial Assistance. For Ontario Government employees' charitable fund raising campaigns, see Civ Serv Admin Services Community Liaison.

416-362-1331

ATT GEN, PUBLIC TRUSTEE manages estates of mentally incompetent persons (mainly those in psychiatric hospitals and facilities for the retarded). May be appointed Administrator of estates of Ontarians who die intestate without adult next-of-kin in Ontario and may manage such an estate as would a private trustee. May also be appointed Executor under a will. The Public Trustee is authorized to accept private trusts, Powers of Attorney, etc. Advises **charitable organizations** of legacies from wills and reviews operations of charities.

Receives in trust assets of corporations undergoing dissolution. Authorized to receive funds in trust for perpetual care of cemeteries.

416-965-5103

COMM SOC, ADULT SERV DIV, SENIOR CITIZENS SERVICES (Social Services) aims to support programs to involve senior citizens in community & social services. In cooperation with municipalities and **charitable organizations** develops policy on and subsidizes Homes for the Aged, residential and extended care and social services for senior citizens. Subsidy is in the form of capital and operating grants. Assists in community outreach programs and alternatives to institutional care projects, e.g., meals-on-wheels, day care, vacation care & Senior Volunteers. Provides capital & operating grants for Elderly Persons Centres and grants for research on aging & related facilities, e.g., Crane Memorial Library of Geriatrics & Gerontology (367-8867). Is involved with retirement planning. Contact regional, area & local offices listed in the Appendix. In Metro Toronto contact the Area Office, 965-9943.

416-965-5006

COMM SOC, CAPITAL & ADMINISTRATIVE SERVICES BR provides technical expertise and consultative services to municipalities, Indian Band Councils and non-profit or **charitable organizations** that want to establish facilities for rehabilitation, residential and social services under various Acts administered by the ministry. Financial Section (965-9160) controls, processes and records transfer payments to municipalities, Indian Band Councils and **charitable organizations** for the establishment and renovation of facilities and maintains statistics on these facilities. The branch is responsible for the ministry's fire safety program. Contact regional, area and local offices listed in the Appendix. The branch operates the ministry library (965-2300) and supplies the ministry with administrative services (see first entry under Administrative Services for a description of this function). Advises ministry program managers on control of direct operating expenditures.

COMM SOC, CHILDREN'S SERV DIV, INSTITUTIONS. Under The Children's Institutions Act and The Charitable Institutions Act, the Division may provide **charitable organizations** and social agencies with capital and operating grants and subsidies, and supervision and consultation to homes for children and youth (juveniles) whose parents are facing family crises, who are emotionally disturbed, delinquent or who abuse the use of drugs, or who need help to live independently in the community; and for homes for unmarried mothers. Under the Children's Residential Services Act establishes standards in all children's residential care programs and issues licences to individuals or groups operating group homes for three or more children. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

## CHARTERS

416-963-0387

CCR, COMPANIES SERVICES BR processes articles of incorporation, articles of amendment of business corporations, and applications for incorporation of churches, non-profit corporations and cooperatives, and issues letters patent (**charters**) with respect to them. Processes applications for licences in mortmain and extra-provincial licences. See also other sections of this branch described separately.

416-963-0543

CCR, COMPANIES SERVICES BR CORPORATION INFORMATION Section maintains records on Ontario corporations including their filing of notices of change, by-laws, special resolutions, cancellation of **charters** (letters patent, certificates of incorporation) and extra-

provincial licences. Also deals with arrears statements re notices of change, default notices and revival of corporations.

416-965-1160

**REVENUE, CORPORATIONS TAX BR** administers the Corporations Tax Act and the Railway Fire Charge Act. The branch deals with corporations tax, i.e., corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital), clearances of liens on sale of real property (when lien has been placed on corporation property in respect of unpaid tax, penalties or interest), consents to revive or surrender **charters** or to dissolve a corporation voluntarily and special tax on insurance companies based on taxable insurance premiums. Answers questions on corporations tax credits on investment in new issues of Small Business Development Corporations (SBDC) equity shares under the new SBDC Act (965-4040). For information on Land Transfer Tax, call 965-1774.

## CHARTS

Charts, see Maps

## CHATTEL MORTGAGE

Chattel Mortgage, see CCR Personal Property Registration

## CHEESE

Cheese, see Dairy.

## CHEMICAL

416-824-4120

**AG & FOOD, PROVINCIAL PESTICIDE RESIDUE TESTING LABORATORY** in Guelph provides a **chemical** analytical service to all provincial ministries for the detection and measurement of pesticides, herbicides, fungicides, related industrial pollutants and heavy metals in the following areas: plant and animal tissues, fish and wildlife, soils, water, air and human tissues. Interprets significance of analytical results. Contact laboratory or ministries involved for research papers and reports. Identification of insects may be done by the Department of Environmental Biology, Rm 102, Graham Hall, University of Guelph upon receipt of carefully packed sample.

416-965-3211

**LABOUR, OCCUPATIONAL HEALTH BR** provides a consulting service in occupational health to ministries and to industry. Occupational Health Medical Service (965-3610) provides consultation on medical & nursing services to those who provide in-plant health care facilities & a healthful working environment for employees. Occupational Health Engineering Serv. (965-4066) provides consultation to operating branches of the Occupational Health & Safety Division & to industry; visits plants & sites to identify & assess health hazards from exposure to **chemical**, physical & biological agents and to recommend control measures. Industrial Chest Disease Serv. (965-4075) deals with identification & prevention of respiratory diseases from occupational exposure to hazardous agents. Occupational Health Laboratory Serv. (965-7925) performs **chemical** analyses of biological specimens, air samples, industrial materials.

**LABOUR, SPECIAL STUDIES & SERVICES BR.** Health Studies Service (965-6375) conducts occupational health studies and provides consultative services on the effects of occupational and environmental exposure to **chemical** or other hazardous agents on human health. Safety Studies Service (965-6111) conducts studies in occupational safety and maintains contact with organizations involved in accident prevention. Radiation Protection Service (965-8178) directs a program to protect employees and the public from harmful

effects of radiation including industrial X-Rays, radioactive materials, microwaves, lasers. Radiation Protection Laboratory (965-2201) analyzes radioactive materials. Develops monitoring techniques and equipment for identification of radioactive sources. The Branch also deals with contingencies related to nuclear power generating stations and heavy water plants.

416-965-0190

NAT RES, ONTARIO GEOLOGICAL SURVEY provides information on the geological and mineral resources of Ontario for development of policy on management of non-renewable resources, for land use planning and for exploration and development of Ontario's mineral wealth. Activities include geological, geophysical and geochemical surveys, mineral deposit studies, geochronology studies, development of new exploration techniques, presentation of classes & lectures on minerals. Analytical laboratory provides identification, **chemical** analyses and assays of mineral, rock and ore samples. The branch administers the Mineral Exploration Assistance Program to encourage approved mineral exploration in designated areas, and the geoscience research grants program to aid geoscience research at Ontario universities. Operates the Mining Library (965-1352). Published maps, reports, brochures, unpublished files & analytical services are used by the public, prospectors, mining companies, universities & government agencies. There are Regional Geologists in regional offices & Resident Geologists in Red Lake, Sioux Lookout, Kirkland Lake & Sudbury districts (see Appendix).

## CHEST DISEASE

416-965-2301

HEALTH, PUBLIC HEALTH BR, **CHEST DISEASE SERVICE** provides diagnostic services for tuberculosis and other respiratory diseases and ambulatory treatment for tuberculosis through district chest clinics. Conducts chest examination of miners. Also processes applications of prospective immigrants with **chest disease**.

416-965-3211

LABOUR, OCCUPATIONAL HEALTH BR provides a consulting service in occupational health to ministries and to industry. Occupational Health Medical Service (965-3610) provides consultation on medical & nursing services to those who provide in-plant health care facilities & a healthful working environment for employees. Occupational Health Engineering Serv. (965-4066) provides consultation to operating branches of the Occupational Health & Safety Division & to industry; visits plants & sites to identify & assess health hazards from exposure to chemical, physical & biological agents and to recommend control measures. Industrial **Chest Disease** Serv. (965-4075) deals with identification & prevention of respiratory diseases from occupational exposure to hazardous agents. Occupational Health Laboratory Serv. (965-7925) performs chemical analyses of biological specimens, air samples, industrial materials.

## CHILD ABUSE

416-965-3130

COMM SOC, CHILDREN'S SERV DIV **CHILD ABUSE PROGRAM** was formed to deal with the problem of the abuse of children. Its function is mainly of a coordinating nature, encouraging cooperation among agencies involved and bringing together resources to provide ongoing professional and public education on child abuse. Cases of **child abuse** should be reported to local Children's Aid Societies.

COMM SOC, CHILDREN'S SERV DIV, **CHILD WELFARE PROGRAM** funds, inspects and supervises Children's Aid Societies. Regional and area offices are listed in the Appendix.

In Metro Toronto contact Central Area Office, 965-9943. Children's Aid Societies (CAS) develop programs and provide services to strengthen family life, protect children and prevent circumstances likely to lead to **child abuse** or neglect. Provide foster and group home parents or institutional care for children assigned or committed to their care; counsel unmarried mothers and their children; place children for adoption and provide follow-up counselling to help families adjust to adoption. Contact local CAS. Private adoptions require the services of a lawyer.

## CHILDREN

ATT GEN, FAMILY LAW REFORM ACT, 1978 is intended to encourage and strengthen the role of the family in Ontario. It recognizes marriage as an equal partnership with each partner entitled to equitable division of assets and having equal responsibilities for supporting family members. It also extends the rights and obligations of couples who live in common law unions. Provides for the creation of domestic contracts by those who want to make their own agreements and improves the status of **children** by abolishing the legal concept of illegitimacy. Copies of a pamphlet and a booklet with some detailed explanation of the law, including a copy of the Act, are available from the Ontario Government Bookstore at 880 Bay St., Toronto; or by writing to the Publications Centre, 880 Bay St., Toronto, Ontario, M7A 1N8.

416-965-1865

ATT GEN, OFFICIAL GUARDIAN represents the civil rights of persons under a legal disability usually **children** under 18 years of age or the mentally incompetent, as well as unborn and absentee persons. The Official Guardian also makes recommendations to the Court regarding the care, custody and maintenance of **children** in divorce cases, and provides legal representation for **children** in protection and custody cases.

416-963-0667

ATT GEN, PROVINCIAL COURTS FAMILY DIV deal with Domestic Law (support orders for men, women & **children**) Child Welfare Law (child welfare, adoption & protection for neglected **children**) & Juvenile Law (Juveniles, between 7 and 16 yrs); assaults between members of a family. For Chief Judge's office phone 965-3214. There is a court in each county, region or municipality. In the Judicial District of York the courts are: 311 Jarvis St., 963-0667; Scarborough, 755-9209; Etobicoke, 236-2553; North York, 226-5031 and Newmarket, 895-8661. Child welfare cases are commenced by the local Children's Aid Societies. The police usually lay juvenile delinquency charges but any person aggrieved criminally (e.g. property damage, trespass, assault) by juveniles may prefer a private complaint.

416-363-4101

ATT GEN, SUPREME COURT OF ONTARIO, the highest civil court in the province, consists of three divisions: the High Court of Justice, the trial division; the Divisional Court of the High Court, with jurisdiction to hear certain appeals; and the Ontario Court of Appeal, which hears only appeals and is the highest court in the province. With certain exceptions, parties before the High Court may demand a trial by judge and jury. The Family Law Division of the High Court (965-7418) handles trials of divorce actions and motions relating to disputes between husband and wife or parents and **children**, e.g. infant custody, maintenance and/or support. There is a local office of the Supreme Court in every county or district. The Divisional Court and Court of Appeal sit in Toronto.

416-965-7314

ATT GEN, SURROGATE COURT probates wills of persons who die testate (with a Will), and letters of administration of persons who die intestate (without a Will). Issues letters

of guardianship of persons and/or the estates of **children**. Processes applications for the custody of **children**. The Surrogate Court also handles contested claims against estates, Will trials, applications under the Succession Law Reform Act and Proof in Solemn Form of Lost Wills. Contact local Surrogate Court Registrar.

COMM SOC, ADULT SERV DIV, HANDICAPPED CHILDREN'S PROGRAM (Income Maintenance) provides a special allowance of up to \$150 per month to eligible families caring for severely handicapped **children** in their own homes. Contact Area Offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-965-4914

COMM SOC, CHILDREN'S SERV DIV goals are to consolidate and decentralize service planning, delivery and evaluation and to assimilate and integrate services to **children** previously provided through other Ministries. Head offices at Queen's Park determine program planning, policies and priorities, develop standards and information systems and provide supervision, support and program coordination to the regions. Four regional offices manage operations by providing project planning, development and implementation, financial, administrative and program support services and quality control. Two area offices in each region (three in the North) provide program consultation, monitoring and inspection, project development, licensing, case management, and community liaison and consultation. Programs delivered are described individually in this index; see Comm Soc Children's Serv Div Program Name. Regional and area offices are listed in the Appendix.

416-965-3130

COMM SOC, CHILDREN'S SERV DIV CHILD ABUSE PROGRAM was formed to deal with the problem of the abuse of **children**. Its function is mainly of a coordinating nature, encouraging cooperation among agencies involved and bringing together resources to provide ongoing professional and public education on child abuse. Cases of child abuse should be reported to local Children's Aid Societies.

COMM SOC, CHILDREN'S SERV DIV, CHILD WELFARE PROGRAM funds, inspects and supervises Children's Aid Societies. Regional and area offices are listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943. Children's Aid Societies (CAS) develop programs and provide services to strengthen family life, protect **children** and prevent circumstances likely to lead to child abuse or neglect. Provide foster and group home parents or institutional care for **children** assigned or committed to their care; counsel unmarried mothers and their **children**; place **children** for adoption and provide follow-up counselling to help families adjust to adoption. Contact local CAS. Private adoptions require the services of a lawyer.

COMM SOC, CHILDREN'S SERV DIV, INSTITUTIONS. Under The Children's Institutions Act and The Charitable Institutions Act, the Division may provide charitable organizations and social agencies with capital and operating grants and subsidies, and supervision and consultation to homes for **children** and youth (juveniles) whose parents are facing family crises, who are emotionally disturbed, delinquent or who abuse the use of drugs, or who need help to live independently in the community; and for homes for unmarried mothers. Under the Children's Residential Services Act establishes standards in all children's residential care programs and issues licences to individuals or groups operating group homes for three or more **children**. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

COMM SOC, CHILDREN'S SERV DIV, JUVENILE CORRECTIONS PROGRAM provides observation and detention services (in observation and detention homes) for juveniles awaiting court disposition. Supervises juveniles placed on probation by family court judges. Operates residential training schools for delinquent **children** or youth. Through aftercare services, supervises wards graduated from training schools and placed in community programs. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943. Training schools, observation and detention homes and probation & aftercare offices are also listed in the Appendix.

COMM SOC, CHILDREN'S SERV DIV, MENTAL HEALTH SERVICES, under the Children's Mental Health Centres Act, authorizes the establishment, funding, issuing of licences, and setting of standards of Children's Mental Health Centres serving emotionally disturbed **children** and youth. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-965-5339

COMM SOC, CHILDREN'S SERV DIV, PROGRAM POLICY BR analyzes the broad policy issues affecting the Division's services. Defines and delineates policy; develops program priorities; develops and evaluates demonstration projects; coordinates major research projects and provides research grants for children's mental health projects. A formal link with the Strategic Policy Office under the Deputy Minister and Adult Services Div, Program Policy Br ensures participation by the Division in the review process for all research and program proposals concerning **children**. Under the ministry's decentralization program the branch is involved with the planning and development of local Children's Services Committees which will gradually assume authority for local children's services.

416-965-4727

COMM SOC, CHILDREN'S SERV DIV, STANDARDS & INFORMATION SERVICES UNIT develops standards and guidelines for the care of **children** in publicly funded services under the auspices of the Ministry. Develops information systems to monitor placement of **children** in care and reviews existing facilities within the system. Also analyzes funding mechanisms (965-4782).

416-965-6231

COMM SOC, MENTAL RETARDATION FACILITY SERVICES DIVISION directly operates 17 provincial facilities (Schedule I) and funds 10 facilities (Schedule II) operated by Community Boards of Directors for mentally retarded and multiply handicapped **children** and adults. Issues licences to approved homes which operate under the supervision of above government facilities. Four Regional Administrators manage and direct a comprehensive system of facilities services in a specific region as well as representing this Division in regional discussions about planning, development and implementation of provincial policies and programs. The Mental Retardation Consulting Services Br (965-6237) provides administrative, professional and service-oriented consulting services to Schedule I & II facilities; ensures provision of diagnostic and assessment services for the mentally retarded in board-operated Diagnostic & Assessment Centres. Contact Regional Administrators and Schedule I facilities listed in the Appendix.

416-965-2363

COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or GAINS-A (income supplement for senior citizens) and GAINS-D (income supplement for the blind and

disabled), Family Benefits (financial allowances for single mothers, the blind and disabled, permanently unemployable fathers, foster children, severely handicapped **children**)

416-965-2663

EDUC, SPECIAL EDUCATION BR advises Minister on program policy regarding the education of exceptional students in elementary and secondary schools and schools for trainable retarded; provides liaison with professional and parent groups and government agencies regarding programs for exceptional students. Provides counselling, resources and guidelines to school boards for special education programs operated by local school systems, and to faculties of education which offer courses in special education. Operates residential school programs in schools for the blind and deaf; in developmental centre schools for the retarded, developmentally handicapped or emotionally disturbed; in training centres for juveniles and for **children** with severe learning disabilities. Operates a teacher education centre in Belleville for teachers of the deaf. These residential schools also serve as resource centres for local school boards establishing local day school programs for exceptional students (965-9222).

416-965-8176

HEALTH, PROGRAM ADVISORY BR, FAMILY HEALTH Consultants promote community health programs related to prenatal and postnatal care and education, infant and preschool health, health of **children** at school, family life education and family planning. Contact Health Communications Br (965-5167) for information. See also other sections in Health Program Advisory Br described separately.

416-965-1170

HEALTH, PUBLIC HEALTH BR NORTHERN ONTARIO PUBLIC HEALTH SERVICES (NOPHS) provides direct public health services to the unorganized territories in Northern Ontario which are not served by local health units. Also provides public health inspection service to industrial camps in these areas. Provides dental health services by means of Mobile Dental Coaches to school aged **children** in underserved areas of Northern Ontario. Contact regional office listed in the Appendix. See also other sections in Health Public Health Br described separately.

## CHILDREN'S AID SOCIETIES

416-963-0667

ATT GEN, PROVINCIAL COURTS FAMILY DIV deal with Domestic Law (support orders for men, women & children); Child Welfare Law (child welfare, adoption & protection for neglected children); & Juvenile Law (Juveniles, between 7 and 16 yrs); assaults between members of a family. For Chief Judge's office phone 965-3214. There is a court in each county, region or municipality. In the Judicial District of York the courts are: 311 Jarvis St., 963-0667; Scarborough, 755-9209; Etobicoke, 236-2553; North York, 226-5031 and Newmarket, 895-8661. Child welfare cases are commenced by the local **Children's Aid Societies**. The police usually lay juvenile delinquency charges but any person aggrieved criminally (e.g. property damage, trespass, assault) by juveniles may prefer a private complaint.

COMM SOC, CHILDREN'S SERV DIV, CHILD WELFARE PROGRAM funds, inspects and supervises **Children's Aid Societies**. Regional and area offices are listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943. **Children's Aid Societies (CAS)** develop programs and provide services to strengthen family life, protect children and prevent circumstances likely to lead to child abuse or neglect. Provide foster and group home parents or institutional care for children assigned or committed to their care; counsel unmarried

mothers and their children; place children for adoption and provide follow-up counselling to help families adjust to adoption. Contact local CAS. Private adoptions require the services of a lawyer.

## CHILDREN'S SERVICES COMMITTEE

Children's Services Committee, see Comm Soc Children's Serv Div Program Policy Br.

## CHIROPODISTS

416-965-2181

HEALTH, PROFESSIONAL SERVICES MONITORING BR assists in setting Ontario Health Insurance Plan (OHIP) medical policy, claims adjudication policy, and works with colleges and regulatory boards of the professions which provide insured services to control over-utilization of the system by practitioners and the public. Professions monitored include physicians, dentists, chiropractors, **chiropodists**, osteopaths and optometrists. In situations where it appears that unnecessary or excessive numbers of services have been rendered, or there is concern that claims may have been submitted to OHIP when services were not rendered, letters must be written to this Branch, 7 Overlea Blvd., Toronto M4H 1A9, providing all details, including OHIP number. Inquiries regarding claims must be referred to local district office (See Appendix).

## CHIROPRACTORS

416-965-2181

HEALTH, PROFESSIONAL SERVICES MONITORING BR assists in setting Ontario Health Insurance Plan (OHIP) medical policy, claims adjudication policy, and works with colleges and regulatory boards of the professions which provide insured services to control over-utilization of the system by practitioners and the public. Professions monitored include physicians, dentists, **chiropractors**, chiropodists, osteopaths and optometrists. In situations where it appears that unnecessary or excessive numbers of services have been rendered, or there is concern that claims may have been submitted to OHIP when services were not rendered, letters must be written to this Branch, 7 Overlea Blvd., Toronto M4H 1A9, providing all details, including OHIP number. Inquiries regarding claims must be referred to local district office (See Appendix).

## CHRISTMAS TREES

416-965-1058

AG & FOOD, FARM PRODUCTS QUALITY BR, FRUIT & VEGETABLES SECTION regulates the inspection and grading of twenty-five farm products plus flue-cured and burley tobacco, honey, maple syrup, **Christmas trees**, tomato seedlings. Offers technical advice to growers and producers and informs the public on all aspects of food (fruit, vegetables, honey) production, packaging and marketing. Provides the ministry's Information Branch with data on conditions of seasonal crops. Issues licences: to operators of controlled-atmosphere storages and to packers of apples from such storages, to dealers of fruit and vegetables, and to nurseries. Controls disease in nurseries & controls neglected orchards to prevent spread of disease and insect infestation. Administers the Bees Act which requires registration of apiaries (where bees are kept for honey production). To register contact Provincial Apiarist, Dep't. of Environmental Biology, Univ. of Guelph, 519-824-4120 Ext. 2477. See also Appendix for ministry's county or district offices.

416-965-2785

NAT RES, FOREST RESOURCES BR grows seedlings in provincial nurseries for the public and for Crown reforestation. Manages Crown forests to ensure regeneration, improve quality

and growth and to protect them from wild fire, insects and disease. Takes inventory of forest base, controls harvesting and audits utilization in these Crown forests. Advises private landowners on tree planting, tending of woodlots and marketing timber. Provides private landowners with direct forestry assistance under the Woodlands Improvement Act. Provides grants to municipalities for land acquisition, the lands to be managed by the Ministry. Develops and tests new methods and equipment related to silviculture. Holds field days for public on growing **Christmas trees**, maple syrup production and forest management. Through a cooperative arrangement with the Min. of Intergov't Affairs pays grants to reduce property tax on managed forests.

## CHURCHES

416-963-0387

CCR, COMPANIES SERVICES BR processes articles of incorporation, articles of amendment of business corporations, and applications for incorporation of **churches**, non-profit corporations and cooperatives, and issues letters patent (charters) with respect to them. Processes applications for licences in mortmain and extra-provincial licences. See also other sections of this branch described separately.

## CIGARETTES

416-965-6352

REVENUE, GASOLINE TAX BR administers and collects tax on the sale of fuels taxed under the Gasoline Tax Act (gasoline, aviation fuel, propane), the Motor Vehicle Fuel Tax Act (diesel fuel) and the Tobacco Tax Act (**cigarettes**, tobacco, cigars). Provides refunds of these taxes when applicable and appoints or registers collectors, usually wholesalers or distributors, vendors of heating fuels and taxable diesel fuel users.

## CIGARS

Cigars, see Cigarettes.

## CITIES

Cities, see Municipalities

## CITIZENS' INQUIRY BUREAU

416-965-3535

CULT & REC, CITIZENS' INQUIRY BUREAU is an information service which refers the inquirer to the appropriate source of Ontario Government information or coordinates information and services for those unable to do so themselves. Serves the public both directly and by assisting other Ontario Government offices including the Queen's Park switchboard, Members of Provincial Parliament, Community Information Centres, libraries, community and private organizations, and those referred from these sources. Responds to general inquiries on Ontario and the organization and services of its government; produces publications such as the 'KWIC Index to the Government of Ontario', 'Ontario - Some Interesting Facts and Figures' and a pamphlet, 'Your Ontario Government.' The Bureau is part of the Citizens' Inquiry Branch. For other functions of the Branch see also Cult & Rec Community Information Services.

## CITIZENSHIP

To apply for Canadian citizenship contact the Federal Government, Courts of Canadian Citizenship, Secretary of State.

416-965-7505

CULT & REC, LEADERSHIP UNIT under the Citizenship Division is a resource in the general development of **citizenship**. The Unit has consultants to advise organizations and municipalities on community leadership and to assist in developing indigenous community leadership resources. Consultants on recreation advise those who provide professional preparation at colleges and universities, train teachers within the school system, train recreationists of municipalities and administer grants in aid of research. Consultants work with the Ontario Research Council On Leisure (ORCOL).

416-965-2285

CULT & REC, NEWCOMER SERVICES BR programs relate to reception, orientation and language training of immigrants. The multicultural Ontario Welcome House at 8 York Street, Toronto provides English as a Second Language (ESL) instruction linked with day care (965-2365) and multilingual counselling and assistance in gaining access to government and social agencies (965-3021). Multilingual receptionists at the Toronto International Airport (678-2540) assist immigrants upon arrival. Print and audio-visual materials and information on ESL teaching and classes are available from the ESL clearing house (965-4331). For orientation resource materials for newcomers and counsellors and teachers of newcomers, and for information on setting up parents' and preschoolers' and other community-based English, orientation, **citizenship** classes, contact 965-2285. For information on newcomer intergration (NI) project grants and newcomer language/orientation classes (NLOC) grants contact Ministry of Culture and Recreation field offices listed in the Appendix.

416-965-2390

CULT & REC, WINTARIO GRANTS Information Office, part of the Communications Br, is an information service for the Wintario Grants Program. Net profits from Wintario are available to non-profit community groups, organizations, municipalities and Indian Band Councils for capital and non-capital projects concerning sports, recreation, fitness, arts, heritage, public libraries, multiculturalism and **citizenship** and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

416-965-9121

ONTARIO MEDAL. Three awards were established by the government to recognize outstanding Ontarians. The Ontario Medal for Good **Citizenship** was created to recognize and pay tribute to citizens who, through their selflessness, humanity and kindness make Ontario a better place to live. The Ontario Medal for Police Bravery recognizes acts of superlative courage and bravery performed in the line of duty by members of Ontario's police forces. The Ontario Medal for Firefighters Bravery likewise recognizes similar acts performed in the line of duty by members of Ontario's firefighting forces. Advisory councils on each of the awards select possible recipients of the medals. For nominations write to: The Secretary, Advisory Council, (specify award), Legislative Bldg., Queen's Park, Toronto M7A 1A1.

## CIV SERV ACCOUNTS SERVICE

416-965-4085

CIV SERV, ACCOUNTS SERVICE is provided by the Accounts & Office Services Branch of the Ministry of Treasury & Economics. For a description of this function, see first entry under Accounting.

**CIV SERV ADMIN SERVICES BR**

416-965-1463

CIV SERV, ADMIN SERVICES BR provides and coordinates administrative services to the Civil Service Commission and also provides specified coordinated services on behalf of the Commission to the ministries. Program Analysis Section (965-5404) provides budgetary services through advice, audit, analysis and control. Personnel Data Systems Section (965-1401) provides technical advice & operational support on systems applications connected with service-wide personnel records. Manual of Administration Section (965-4768) edits, publishes and distributes manuals on policies of the Commission to administrative services branches of all ministries. Library (965-7096) maintains a reference source on personnel administration and management literature. Other sections in this branch are described under Civ Serv, Admin Services Br, Section Name.

**CIV SERV ADMIN SERVICES BR CHAPLAINCY**

416-965-3733

CIV SERV, ADMIN SERVICES BR, CHAPLAINCY Services Section coordinates policies and procedures relating to the provision of chaplaincy services in ministries with institutions. Provides liaison between affected ministries and the Interfaith Committee of the Council of Churches.

**CIV SERV ADMIN SERVICES BR COMMUNICATIONS**

416-965-5621

CIV SERV, ADMIN SERVICES BR, COMMUNICATIONS and Publicity Section produces TOPICAL, a semi-monthly paper which is distributed to Ontario civil servants including pensioners. JOB MART, a second paper containing information on job openings within the Ontario Public Service is produced as an insert in TOPICAL and as a separate publication on intervening weeks. Also handles job advertising in the press for all Ontario government ministries. Advises Commission staff on publications and related matters.

**CIV SERV ADMIN SERVICES BR COMMUNITY LIAISON**

416-965-6489

CIV SERV, ADMIN SERVICES BR COMMUNITY LIAISON Section assists local community groups such as the United Way, the Canadian Cancer Society and the Ontario Heart Foundation by organizing the voluntary contributions of Ontario government employees. Establishes blood donor clinics three times a year for Ontario Government employees in the Toronto area. In other areas employees usually take part in local community arrangements.

**CIV SERV ADMIN SERVICES BR PERSONNEL SERVICES**

416-965-2065

CIV SERV, ADMIN SERVICES BR, PERSONNEL SERVICES Unit provides the Commission and Management Board Secretariat with administrative services, advice and decisions on personnel administration. Affirmative Action coordinator (965-4840) coordinates the Commission's internal affirmative action policies for its women employees.

**CIV SERV ADMIN SERVICES BR STAFF SERVICES**

416-965-5761

CIV SERV, ADMIN SERVICES BR, STAFF SERVICES Section supports the Quarter Century Club for government employees with 25 or more years of service, including superannuates, and organizes yearly banquets across Ontario for club members.

**CIV SERV BENEFITS POLICY BR**

416-965-9419

CIV SERV, BENEFITS POLICY BR develops, recommends, implements and maintains policies with respect to pensions and benefit programs for employees of the Ontario Public Service (OPS). Coordinates public sector pension plans and activities of committees monitoring pension escalation fund and insurance programs. Assists Staff Relations Div in negotiating employee benefits in the OPS. Produces, updates and distributes information on benefits and pensions to all civil servants. For questions regarding administration of benefit plans call respective ministry personnel branch, or Employee Benefits Branch, Ministry of Government Services, 965-6861.

**CIV SERV CLASSIFICATION BR**

416-965-1022

CIV SERV, CLASSIFICATION BR administers the classification of all non-executive positions in the Ontario Public Service (OPS) except those of senior executives. Develops policy and standards for classification of employees of the Ontario Public Service. Conducts a training program offering courses and seminars on the subject of compensation for the development of personnel administrators in the OPS and the information of program managers.

**CIV SERV FRENCH LANGUAGE SERVICES UNIT**

416-965-4162

CIV SERV, FRENCH LANGUAGE SERVICES UNIT under the Staffing Division offers French language training courses to employees of the Ontario Public Service and of municipalities. Assists ministries in recruitment of bilingual staff. Administers Ontario-Quebec Summer Student Job Exchange program and civil servants exchanges.

**CIV SERV PAY POLICY & ADMIN BR**

416-965-6086

CIV SERV, PAY POLICY & ADMIN BR makes recommendations to the Commission on pay policy concerning employees of the Ontario Public Service. Develops, for approval by Management Board and in conjunction with Staff Relations Division, the government's objectives in negotiations with Ontario Public Service Employees Union (OPSEU) covering pay. Recommends pay revisions for management classes and develops the technology used in the maintenance of pay determination processes, monitoring and cost forecasting systems.

**CIV SERV PERSONNEL AUDIT BR**

416-965-2091

CIV SERV, PERSONNEL AUDIT BR provides a continuing internal audit of the application of formal personnel administration requirements in the Ontario Public Service as a service to senior management in the Commission, and in ministries. Its findings and recommendations serve as a basis for administrative action as required.

**CIV SERV PUBLIC SERVICE APPEAL BOARDS**

416-965-1455

CIV SERV, PUBLIC SERVICE APPEAL BOARDS. The Public Service Grievance Board and the Public Service Classification Rating Committee (965-1455) are tribunals which hear appeals about grievances of employees of the Ontario Public Service regarding dismissal, working conditions and job classification. The Crown Employees Grievance Settlement

Board (598-0688) hears grievances arising in the various bargaining units represented by the Ontario Public Service Employees Union (OPSEU), the Ontario Liquor Boards Employees Union, the Workmen's Compensation Board Employees Union, and the Ontario Housing Employees Union. The Ontario Public Service Labour Relations Tribunal (598-0688) hears appeals re union representation, jurisdiction, union dues, bargaining units, etc., and generally administers the Crown Employees Collective Bargaining Act, 1972 (amended). Arbitration Boards (ad hoc) hear and adjudicate disputes between employees and unions re wages, collective agreements.

## **CIV SERV RECRUITMENT BR STAFFING POLICY & CONTROL**

416-965-1483

CIV SERV, RECRUITMENT BR, STAFFING POLICY & CONTROL Section develops, implements, administers and monitors Ontario Public Service (OPS) recruitment and staffing, and staffing control policies and procedures. Collects, analyzes and reports data on the staff strength of the OPS. See also other sections under Civ Serv Recruitment Br.

## **CIV SERV RECRUITMENT BR STAFFING SERVICES**

416-965-6081

CIV SERV, RECRUITMENT BR, STAFFING SERVICES Section (Main floor, Frost Bldg. S., Queen's Park) provides staffing or recruitment services for the ministries, agencies, boards & commissions of the Ontario Public Service and an employment service to the public. Services to ministries include advice on Personnel Administrator hirings, advice and help in special staffing situations involving employment of the handicapped, placement of surplus employees of the Ontario Public Service and those returning to work from extended sick leave (Long Term Income Protection) and advice on special education or work programs. Also maintains a Central Human Resources Inventory (CHRI), a file of qualified job applicants for use by ministries to fill vacancies. Services to the public include employment information and advice (those qualified are placed on the CHRI) and the provision of job information to secondary and post-secondary schools. See also other sections under Civ Serv Recruitment Br.

## **CIV SERV RECRUITMENT BR STAFFING TRAINING**

416-965-1483

CIV SERV, RECRUITMENT BR, STAFFING TRAINING Section designs, develops and delivers a comprehensive program of staffing or recruitment training for Personnel Administrators and line Managers of the Ontario Public Service. Topics covered include writing a job advertisement, developing interview questions and conducting an interview. See also other sections under Civ Serv Recruitment Br.

## **CIV SERV RECRUITMENT BR TEMPORARY SERVICES**

416-965-7688

CIV SERV, RECRUITMENT BR, TEMPORARY SERVICES Section (Main Floor Frost Bldg. S., Queen's Park) operates the Government of Ontario Temporary (GO Temporary) employment program. Provides staffing or recruitment services to ministries for temporary employees upon request, pays the employees and charges the ministry for the service. Qualified persons who apply to this section for temporary employment will be registered and placed in available temporary jobs. See also other sections under Civ Serv Recruitment Br.

**CIV SERV SENIOR APPOINTMENTS AND COMPENSATION**

416-965-5435

CIV SERV, SENIOR APPOINTMENTS AND COMPENSATION OFFICE provides staff support services for the Senior Appointments Advisory Committee and Senior Manpower Planning Subcommittees. Implements all aspects of recruitment, appointments, compensation and career development for Ontario Public Service executive categories.

**CIV SERV STAFF DEV BR CAREER COUNSELLING**

416-965-9604

CIV SERV, STAFF DEV BR, CAREER COUNSELLING Section provides career counselling to employees of the Ontario Public Service. Complements each ministry's career counselling programs. See also Civ Serv Staff Dev Br Planning & New Programs and Civ Serv Staff Dev Br Staff Development for other functions of this branch.

**CIV SERV STAFF DEV BR PLANNING & NEW PROGRAMS**

416-965-7095

CIV SERV, STAFF DEV BR, PLANNING & NEW PROGRAMS Section advises the ministries, Civil Service Commission and Management Board on manpower planning, performance appraisal, staff development policy and quality of working life initiatives. See also Civ Serv Staff Dev Br Career Counselling and Civ Serv Staff Development Br Staff Development for other functions of this branch.

**CIV SERV STAFF DEV BR STAFF DEVELOPMENT**

416-965-1438

CIV SERV, STAFF DEV BR, STAFF DEVELOPMENT SERVICES Section identifies staff development needs of employees of the Ontario Public Service. Develops and conducts appropriate learning experiences, e.g. courses, consulting projects, to meet these needs and evaluates the effectiveness of this training. Courses and seminars are held at the Staff Development Centre Kempenfeldt Bay, Barrie (705 728-2321) and other suitable training locations in the province. See also Civ Serv Staff Dev Br Planning & New Programs and Civ Serv Staff Dev Br Career Counselling for other functions of this branch.

**CIV SERV STAFF RELATIONS DIV**

416-965-2002

CIV SERV, STAFF RELATIONS DIV represents the Crown as the employer in all collective bargaining in the Ontario Public Service. Determines and coordinates policy on labour relations for all ministries. Collects, analyzes and exchanges data on employment and compensation (pay policy) practices in the public and private sectors.

**CIV SERV SYSTEMS PERSONNEL**

416-965-4325

CIV SERV, SYSTEMS PERSONNEL, Standards and Training Br administers the overall development and implementation of personnel standards and training for the systems development community in the Ontario Public Service (OPS).

**CIVIL LITIGATION**

Civil Litigation, see Att Gen Crown Law Office Civil Law.

**CIVIL SERVICE COMMISSION**

Civil Service Commission, see CIV SERV Branch Name

## CJRT-FM

416-595-5281

CULT & REC, **CJRT-FM** provides educational opportunities for the citizens of Ontario by offering university level credit courses as well as programming designed to provide a better understanding and appreciation of such fields of interest as the arts, music and literature. All program content including the open sector programming is presented in a non-commercial format.

## CLERK'S OFFICE

416-965-1406

LEGISLATIVE ASSEMBLY, **CLERK'S OFFICE**. The Clerk is the principal officer of the Legislative Assembly and is responsible for procedure and the daily publication of the Order Paper and Votes and Proceedings, the official record of the activities of the Legislature. The **Clerk's Office** will answer questions about the status of legislation before the Legislature, rules pertaining to Private Bills and select and standing committees.

## CLINICAL EDUCATION BUDGETS

Clinical Education Budgets, see Health Manpower Planning Section

## CLOSING OF RETAIL STORES

Closing of Retail Stores, see Sol Gen Retail Business Holidays Act.

## CLOTHING

Clothing, stuffed clothing material, see CCR Upholstered and Stuffed Articles Br.

## CO-OPS

Co-Ops, see Cooperatives

## COACHES

416-965-6546

CULT & REC, **SPORTS SERVICES SECTION**, Sport, Fitness & Recreation Services Br encourages participation in sports for individual enjoyment. Promotes competition in multi-sports games (e.g., Regional & Prov'l; Ont. Summer & Winter Games for the able bodied & the disabled). Provides administrative, consultative services & grants to provincial sport governing bodies (965-4591). The Ontario Sports Admin. Centre (964-8655), a private organization that provides administrative services for these governing bodies, is funded by this Ministry. Sports Awards Program honors accomplishments of athletes & citizens in amateur sports. Coaching Development Program improves calibre of leadership in amateur sport through **coaches** & officials. Ontario Sports Travelcade takes sports & fitness resources around Ontario to help raise level of expertise of athletes & **coaches**. Ontario Elite Athlete Assistance Program provides limited financial assistance to selected amateur athletes for training & competition.

## COAL

Coal, see Energy Conventional Energy Program.

## COLL UNIV ACCOUNTS AND ADMIN SERVICES BR

416-965-5921

COLL UNIV, **ACCOUNTS AND ADMIN SERVICES BR** performs the accounting (965-9051) and administrative services (965-6426) functions for the ministry. Accounting includes

processing and distribution of student awards and operating funds for post-secondary institutions, as calculated by the Student Awards and Institutional Accounting branches, respectively. For a description of accounting and administrative service functions, see first entries under Accounting and Administrative Services.

### **COLL UNIV COLLEGE AFFAIRS BR**

416-965-6161

COLL UNIV, COLLEGE AFFAIRS BR is responsible for delivery of the ministry's institutional training programs. Coordinates and administers the development of post-secondary and adult education through Colleges of Applied Arts and Technology (CAATs), often called community colleges. Colleges work closely with Canada Employment Centres in providing occupational training for adults. For information about courses, contact local colleges or the Federal Program Section of the College Affairs Branch at 965-6151. The branch is also responsible for registration, regulation, inspection and control of private vocational schools (965-9127), and for Regional Schools For Nursing Assistants (965-4051).

### **COLL UNIV COUNCIL OF REGENTS FOR CAATS**

416-965-4234

COLL UNIV, COUNCIL OF REGENTS FOR CAATS evaluates the effectiveness of Colleges of Applied Arts and Technology (CAATs); approves requests for new programs; approves master plans and their modifications; reviews college multi-year plans; establishes salaries, wages, and terms and conditions of employment for college staffs; provides policy guidelines; and appoints Boards of Governors. The Council has a full-time Executive Secretary and additional secretariat services are provided by Coll Univ College Affairs and Program Resources branches.

### **COLL UNIV INDUSTRIAL TRAINING BR**

416-965-4211

COLL UNIV, INDUSTRIAL TRAINING BR is responsible for the delivery of the ministry's Industrial training (manpower training ) programs. The branch is involved in training and retraining men and women for employment in industry through several programs: apprenticeship including on-the-job-training, full and part-time training of adults already in the labour force, short-term training-in-industry programs and trade certification. Contact local Industrial Training Office listed in the Appendix. For information on regulated trades see Coll Univ Industrial Training Br Trades. The Branch administers the Ontario Career Action Program (OCAP), designed to assist unemployed youth (between 16 and 24 yrs.) in finding gainful employment. Application forms available at local Canada Employment Centre. OCAP Administration Office in Queen's Park is at 965-0668.

### **COLL UNIV INDUSTRIAL TRAINING BR TRADES**

*NOW APPRENTICESHIP BR* 416-965-4211

COLL UNIV, INDUSTRIAL TRAINING BR, TRADES. The branch conducts industrial training or apprenticeship programs for many trades under the Apprenticeship and Tradesmen's Qualification Act. Regulations under the Act set standards and conditions of training for some regulated trades. Compulsory trade certification is required for these regulated trades: construction trades (e.g., electrician, plumber, refrigeration and air conditioning mechanic, sheet metal worker, steamfitter), automotive trades (e.g., motor vehicle mechanic and related mechanics) and service trades (e.g., barber, hairdresser). Certification is voluntary for other regulated trades such as carpenters and industrial trades (e.g., machinist, tool and die maker). Contact local Industrial Training office (listed in the Appendix). See also Coll Univ Industrial Training Br for other activities of this branch.

**COLL UNIV INDUSTRIAL TRAINING COUNCIL**

416-965-0693

COLL UNIV, INDUSTRIAL TRAINING COUNCIL is a group of citizens appointed to advise the Minister of Education on provision and delivery of industrial training programs for job related skills. Acts as contact with public to consider and make recommendations on all post-secondary skill training programs and proposals outside colleges and universities.

**COLL UNIV INFORMATION RESOURCES BR**

416-965-6407

COLL UNIV, INFORMATION RESOURCES BR. Information Services Section performs duties described in first entry under Information Service, particularly as they relate to the Ontario Student Assistance Program (student awards), apprenticeship (manpower training ), and post-secondary educational institutions such as universities, Ryerson Polytechnical Institute, Ontario College of Art, Colleges of Applied Arts and Technology, and registered private vocational schools. The Library Services Section (965-1451) runs a specialized library and provides reference services. The Data Systems Section maintains statistics on enrolment of students in post-secondary educational institutions throughout the province and provides statistical data support for the ministry's planning, policy-making and administrative activities. The Review and Development Section provides the ministry with consulting services related to design, development and implementation of research projects.

**COLL UNIV INSTITUTIONAL ACCOUNTING**

416-965-2150

COLL UNIV, INSTITUTIONAL ACCOUNTING and Architectural Services Br administers all transfer payment programs (operating grants: 965-5237, and capital funding: 965-5238) to universities and Colleges of Applied Arts and Technology (CAAT) and related institutions. Prepares claims on federal-provincial cost sharing programs (965-5239). Maintains an overview of the physical facilities of universities and colleges, and provides architectural advice to the ministry (965-6563).

**COLL UNIV INTERNAL AUDIT SERVICES BR**

416-965-3236

COLL UNIV, INTERNAL AUDIT SERVICES BR is responsible for the ministry's audit function. For a description of function see the first entry under Audit.

**COLL UNIV LEGAL OFFICER**

416-965-2228

COLL UNIV, LEGAL OFFICER performs legal services for the ministry. For a description of functions, see first entry under Legal Services.

**COLL UNIV ONTARIO COUNCIL ON UNIVERSITY AFFAIRS**

416-965-5233

COLL UNIV, ONTARIO COUNCIL ON UNIVERSITY AFFAIRS (OCUA) advises the Minister of Education and the Lieutenant Governor in Council on matters concerning the 15 provincially-assisted universities, Ryerson Polytechnical Institute, the Ontario Institute for Studies in Education, the Ontario College of Art, and the Bar Admission Course (Law Society Of Upper Canada). For general information re universities, contact Coll Univ Information Resources Branch, Toronto, 965-6407.

**COLL UNIV PERSONNEL BR**

416-965-2222

COLL UNIV, PERSONNEL BR performs the personnel functions for the Ministry of Colleges & Universities. For description of branch activities, see first entry under Personnel.

**COLL UNIV POLICY AND PLANNING COORDINATION**

416-965-3871

COLL UNIV, POLICY AND PLANNING COORDINATION provides the ministry with policy and interpretation for the Ontario Student Assistance Program: the Ontario Study Grant Plan, Canada Student Loans Plan, Ontario Student Loan Plan, Ontario Special Bursary Plan, bilingual programs for student awards.

**COLL UNIV PROGRAM RESOURCES BR**

416-965-5375

COLL UNIV, PROGRAM RESOURCES BR develops training standards and outlines, coordinates curricula, evaluates colleges (institutional training) and industrial training programs, and manages program approval procedure for all community colleges and industrial training in Ontario. Under the Employer-Sponsored Training (EST) Program (965-3665) provides consultative service and financial assistance (grants) to employers in the manufacturing industry to develop industrial training programs which meet specific skilled labour shortages. Funds are provided to Community Industrial Training Committees (CITC's) who plan and develop EST projects.

**COLL UNIV STUDENT AWARDS BR**

416-965-5241

COLL UNIV, STUDENT AWARDS BR has many student awards programs that offer financial assistance as loans, grants or bursaries to Ontario students studying at colleges and universities. Administers four plans based on financial need under the Ontario Student Assistance Program (OSAP): Ontario Study Grant Plan, Canada Student Loans Plan, Ontario Student Loan and Ontario Special Bursary. The branch also awards fellowships or scholarships for outstanding university graduate work: The Ontario Graduate Scholarship, The Sir John A. Macdonald Graduate Fellowship, Ontario-Quebec Exchange Fellowship and The Queen Elizabeth II Ontario Scholarships; and has programs for students and teachers for bilingual study: fellowships for studying French, Teacher's Summer Language Bursary, and Summer Language Bursary program. Students should apply through the Student Awards Office at the post-secondary institution of their choice. For private or out-of-province institutions, contact this branch.

**COLL UNIV UNIVERSITY AFFAIRS DIV**

416-965-6289

COLL UNIV, UNIVERSITY AFFAIRS DIV is responsible for administering the provincial grants to Ontario universities. In this regard the division develops and analyzes policy proposals with reference to university operations and their funding, implements policy decisions and maintains ministry-advisory council relations and university-government relations in general. Answers inquiries about admissions policy and highly qualified manpower supply and demand.

**COLL UNIV VENTURE CAPITAL PROGRAM**

416-965-4530

COLL UNIV, VENTURE CAPITAL PROGRAM, part of the Ontario Experience Program provides loans to full-time senior secondary school, college or university students over the age of 18 to operate a business during the summer months.

**COLLECTION AGENCIES**

416-963-0366

CCR, BAILIFFS, COLLECTION AGENCIES, MORTGAGE BROKERS, CONSUMER REPORTING, PAPERBACK & PERIODICAL DEALERS ACTS. The Registrar of these Acts ensures the protection of Ontario consumers through control and supervision of private bailiffs, **collection agencies**, consumer reporting agencies (credit and personal information investigation), mortgage brokers and dealers of paperbacks and periodicals. While this office recommends appointments under the Bailiffs Act, it is the ministry's Central Registration Section that accepts registration of businesses under the other Acts (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File: 963-0441). Consumer complaints relating to all these Acts are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

416-963-0441

CCR, CENTRAL REGISTRATION SECTION under the Consumer Advisory Services Br provides actual registration functions and maintains central registry of any business registered under the following Acts: Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), **Collection Agencies**, Motor Vehicle Dealers, Real Estate and Business Brokers, Mortgage Brokers, Travel Industry and Paperback & Periodical Dealers (wholesalers of paperbacks & periodicals). Answers inquiries from government agencies and the public as to whether a business is registered under these Acts (963-0441). For new applications call 963-0446, renewals 963-0444, revisions 963-0448.

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, **collection agencies**, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from 'trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and deceptive or unfair business practices. Nine Bureaux across Ontario handle complaints under these Acts: Bailiffs (private bailiffs), Business Practices, **Collection Agencies**, Consumer Protection (e.g., finance charges on credit purchases and loans), Consumer Protection Bureau, Consumer Reporting (credit reporting and personal investigation agencies), Mortgage Brokers, Motor Vehicle Dealers, Paperback & Periodical Distributors (wholesalers

of paperbacks and periodicals), Real Estate and Business Brokers, and Travel Industry (travel agents & wholesalers). The Business Practices Act specifies some practices considered to be deceptive, unfair or unconscionable and provides the consumer with redress procedures. See list of Bureaux in the Appendix.

## COLLECTION SERVICE

416-965-1051

GOVT SERV, SPECIAL SERVICES BR provides Ontario Government ministries with these operational support services: **Collection Service** for debts owing to the Government (965-5195); Mail Delivery, a complete mass mailing service on a charge-back basis, including addressing, labelling, folding and inserting mail (965-6902); a Records Centre in Mississauga providing secure storage for inactive records with recall services on request (279-5493); Vehicle Repair & Trucking Service at Mimico which on a charge-back basis provides maintenance and repair services for government vehicles, and a province-wide trucking service (252-3348).

## COLLECTIVE BARGAINING

416-965-1455

CIV SERV, PUBLIC SERVICE APPEAL BOARDS. The Public Service Grievance Board and the Public Service Classification Rating Committee (965-1455) are tribunals which hear appeals about grievances of employees of the Ontario Public Service regarding dismissal, working conditions and job classification. The Crown Employees Grievance Settlement Board (598-0688) hears grievances arising in the various bargaining units represented by the Ontario Public Service Employees Union (OPSEU), the Ontario Liquor Boards Employees Union, the Workmen's Compensation Board Employees Union, and the Ontario Housing Employees Union. The Ontario Public Service Labour Relations Tribunal (598-0688) hears appeals re union representation, jurisdiction, union dues, bargaining units, etc., and generally administers the Crown Employees **Collective Bargaining Act**, 1972 (amended). Arbitration Boards (ad hoc) hear and adjudicate disputes between employees and unions re wages, collective agreements.

416-965-2002

CIV SERV, STAFF RELATIONS DIV represents the Crown as the employer in all **collective bargaining** in the Ontario Public Service. Determines and coordinates policy on labour relations for all ministries. Collects, analyzes and exchanges data on employment and compensation (pay policy) practices in the public and private sectors.

416-922-7679

COLLEGE RELATIONS COMMISSION was established in 1975 to administer the **collective bargaining** process between the Ontario Council of Regents for Colleges of Applied Arts and Technology and the Ontario Public Service Employees Union representing both academic and support staff. Monitors and assists in negotiations, supervises staff votes and advises the Lieutenant Governor in Council when a strike or lockout is jeopardizing student education.

416-922-7679

EDUCATION RELATIONS COMMISSION (ERC) was established in 1975 to administer the **collective bargaining** process between teachers and school boards and to further harmonious relations between the parties. Monitors and assists in negotiations, supervises teachers' votes and advises the Lieutenant Governor in Council when a strike or a lockout is jeopardizing the students' education.

416-965-4151

LABOUR, ONTARIO LABOUR RELATIONS BOARD administers those sections of the following acts which establish **collective bargaining** rules: Ontario Labour Relations Act for employers & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for employees in hospitals; Colleges **Collective Bargaining Act**. Also administers unfair declarations of strikes and lockouts and consents to prosecute under the School Boards and Teachers Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade unions and construction industry employer organizations; investigates unfair labour practice by unions and employers; rules on the legality of strikes and lockouts; conducts arbitration hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

416-965-6101

LABOUR, RESEARCH BR provides information on wages, labour relations, occupational health and safety, **collective bargaining**, working conditions, quality of working life, human rights, employment and unemployment trends, labour market conditions and manpower, occupational data on women in the Ontario Public Service and on women in management. Provides internal policy analysis. Collects, analyzes and maintains a library on Ontario **Collective Bargaining Agreements** (965-6886). Maintains a library containing other labour related material (965-1641).

## COLLEGE RELATIONS COMMISSION

416-922-7679

COLLEGE RELATIONS COMMISSION was established in 1975 to administer the collective bargaining process between the Ontario Council of Regents for Colleges of Applied Arts and Technology and the Ontario Public Service Employees Union representing both academic and support staff. Monitors and assists in negotiations, supervises staff votes and advises the Lieutenant Governor in Council when a strike or lockout is jeopardizing student education.

## COLLEGES

AG & FOOD, COLLEGES OF AGRICULTURE offer courses in farm management, agricultural production, agricultural engineering, agricultural laboratory technology, home economics or food service supervision, health of animals, livestock production, technology and management (e.g. horse breeding), agricultural business management. They also conduct agricultural research for the ministry. For further information: Centralia College in Huron Park (519-228-6691), Ridgetown College in Ridgetown (519-674-5456), Kemptville College in Kemptville (613-258-3411), New Liskeard College in New Liskeard (705-647-6701) and University of Guelph in Guelph (519-824-4120).

416-965-6161

COLL UNIV, COLLEGE AFFAIRS BR is responsible for delivery of the ministry's institutional training programs. Coordinates and administers the development of post-secondary and adult education through **Colleges** of Applied Arts and Technology (CAATs), often called community colleges. **Colleges** work closely with Canada Employment Centres in providing occupational training for adults. For information about courses, contact local colleges or the Federal Program Section of the College Affairs Branch at 965-6151. The branch is also responsible for registration, regulation, inspection and control of private vocational schools (965-9127), and for Regional Schools For Nursing Assistants (965-4051).

416-965-4234

COLL UNIV, COUNCIL OF REGENTS FOR CAATS evaluates the effectiveness of **Colleges** of Applied Arts and Technology (CAATs); approves requests for new programs; approves master plans and their modifications; reviews college multi-year plans; establishes salaries, wages, and terms and conditions of employment for college staffs; provides policy guidelines; and appoints Boards of Governors. The Council has a full-time Executive Secretary and additional secretariat services are provided by Coll Univ College Affairs and Program Resources branches.

416-965-6407

COLL UNIV, INFORMATION RESOURCES BR. Information Services Section performs duties described in first entry under Information Service, particularly as they relate to the Ontario Student Assistance Program (student awards), apprenticeship (manpower training), and post-secondary educational institutions such as universities, Ryerson Polytechnical Institute, Ontario College of Art, **Colleges** of Applied Arts and Technology, and registered private vocational schools. The Library Services Section (965-1451) runs a specialized library and provides reference services. The Data Systems Section maintains statistics on enrolment of students in post-secondary educational institutions throughout the province and provides statistical data support for the ministry's planning, policy-making and administrative activities. The Review and Development Section provides the ministry with consulting services related to design, development and implementation of research projects.

416-965-2150

COLL UNIV, INSTITUTIONAL ACCOUNTING and Architectural Services Br administers all transfer payment programs (operating grants: 965-5237, and capital funding: 965-5238) to universities and **Colleges** of Applied Arts and Technology (CAAT) and related institutions. Prepares claims on federal-provincial cost sharing programs (965-5239). Maintains an overview of the physical facilities of universities and **colleges**, and provides architectural advice to the ministry (965-6563).

416-965-5375

COLL UNIV, PROGRAM RESOURCES BR develops training standards and outlines, coordinates curricula, evaluates **colleges** (institutional training) and industrial training programs, and manages program approval procedure for all community colleges and industrial training in Ontario. Under the Employer-Sponsored Training (EST) Program (965-3665) provides consultative service and financial assistance (grants) to employers in the manufacturing industry to develop industrial training programs which meet specific skilled labour shortages. Funds are provided to Community Industrial Training Committees (CITC's) who plan and develop EST projects.

416-922-7679

COLLEGE RELATIONS COMMISSION was established in 1975 to administer the collective bargaining process between the Ontario Council of Regents for **Colleges** of Applied Arts and Technology and the Ontario Public Service Employees Union representing both academic and support staff. Monitors and assists in negotiations, supervises staff votes and advises the Lieutenant Governor in Council when a strike or lockout is jeopardizing student education.

416-965-4151

LABOUR, ONTARIO LABOUR RELATIONS BOARD administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for employers & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for employees in hospitals; **Colleges** Collective Bargaining Act.

Also administers unfair declarations of strikes and lockouts and consents to prosecute under the School Boards and Teachers Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade unions and construction industry employer organizations; investigates unfair labour practice by unions and employers; rules on the legality of strikes and lockouts; conducts arbitration hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

## COLLEGES & UNIVERSITIES

Colleges & Universities, Ministry of, see Coll Univ Branch Name.

## COLLISIONS

416-965-5444

SOL GEN, OPP, TRAFFIC INVESTIGATIONS BR enforces vehicle traffic laws. Investigates complaints about all aspects of traffic and analyzes **collisions** of vehicles to determine how to make highways safer. OPP district headquarters are listed in the Appendix.

416-965-7143

TR & COMM, DRIVER LICENSING OFFICE, Licensing & Control Branch issues an appropriate driver's licence (including learners permits, renewals, replacements and corrections of licences) to all eligible applicants in Ontario. Collects and refunds appropriate fees to drivers. Maintains statistics on **collisions**. For driver examination contact regional or district offices listed in the Appendix; in Toronto call Central Region Licence Issuing at Queen's Park, 965-2206 or at Downsview, 248-7163.

## COLUMBARIUM

Columbarium, see Cemeteries

## COMM SOC ACCOUNTS BR

416-965-2371

COMM SOC, ACCOUNTS BR is responsible for the ministry's accounting functions. For a description of branch activities see first entry under Accounting.

## COMM SOC ADULT SERV DIV

COMM SOC, ADULT SERV DIVISION is reorganizing and decentralizing. Three levels of management are being developed: Divisional, Regional and Area. Divisional Group in Queen's Park develops standards, guidelines & policies, undertakes special studies, monitors program implementation and provides Ministry liaison with municipalities, major agencies, other ministries & the Federal government. Regional Directors are responsible for the overall operation of the province's four regions, determining geographic priorities, allocating resources consistent with client needs & Ministry objectives, providing coordination to the 12 Area Offices. Area Offices deliver the Division's Income Maintenance and Social Services programs. They take part in local social planning, working closely with municipalities, local agencies, other ministries on a local level. Programs are described individually under Comm Soc Adult Services Div Program Name. Regional and area offices are listed in the Appendix.

## COMM SOC ADULT SERV DIV CONSULTANTS

COMM SOC, ADULT SERV DIV, CONSULTANTS. The Senior Consultant on the Handicapped (965-6299) advises the Ministry on programs and services for the handicapped and the disabled; maintains liaison with major agencies, municipalities, other ministries and

levels of government on related matters; conducts special investigations, assignments and research on the handicapped. The Senior Consultant on Gerontology (965-5106) performs similar function in the area of programs and services for senior citizens. Conducts Long Term Study on Aging. Contact regional and area offices for information on programs and services (see list in the Appendix).

### **COMM SOC ADULT SERV DIV FAMILY BENEFITS**

**COMM SOC, ADULT SERV DIV, FAMILY BENEFITS PROGRAM** (Income Maintenance) provides financial assistance to persons who are in need for a prolonged period of time. It is intended for mothers raising children alone, the disabled, the blind, permanently unemployable fathers or single persons, foster children and qualified elderly women over 60. If need is shown a monthly allowance and other benefits (health insurance, prescribed drugs, dental care, eyeglasses, hearing aids) are provided. The allowance for the disabled and the blind is also known as GAINS-D (Guaranteed Annual Income System, Disabled). To apply for family benefits contact ministry's Area and Local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South West, 763-3631; South East, 362-6111.

### **COMM SOC ADULT SERV DIV GENERAL WELFARE**

**COMM SOC, ADULT SERV DIV, GENERAL WELFARE ASSISTANCE (GWA) PROGRAM** (Income Maintenance) provides short-term financial assistance to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities & Indian Band Councils or by the Province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance (welfare) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed drugs, dental care, prosthetics (incl. eyeglasses, hearing aids) & for burials. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS A (Senior citizens), GAINS D (blind & disabled). Incentive Allowances are paid to those under a work activity project. Contact municipal welfare offices, Indian Band Councils and in unorganized territories Comm Soc area office (see Appendix).

### **COMM SOC ADULT SERV DIV HANDICAPPED CHILDREN**

**COMM SOC, ADULT SERV DIV, HANDICAPPED CHILDREN'S PROGRAM** (Income Maintenance) provides a special allowance of up to \$150 per month to eligible families caring for severely handicapped children in their own homes. Contact Area Offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

### **COMM SOC ADULT SERV DIV INCOME MAINTENANCE**

416-965-2648

**COMM SOC, ADULT SERV DIV, INCOME MAINTENANCE** ensures a responsive and controlled system of financial assistance enabling persons in need to obtain a basic level of economic well-being and an opportunity for self-development and independence. Income Maintenance programs include Family Benefits, Vocational Rehabilitation Maintenance Allowances, the Handicapped Children's Program and General Welfare Assistance. These programs are described individually under Comm Soc Adult Serv Div Program Name. The Divisional Group is responsible for development of standards, guidelines and policy, and for overall program implementation. All Income Maintenance programs are delivered through regional, area and local offices (listed in the Appendix). In Metro Toronto contact the Local

Offices: North West, 487-4392; North East 752-6625; South East, 362-6111; South West, 763-3631.

**COMM SOC ADULT SERV DIV MENTAL RETARD COMMUNITY****416-965-8455**

COMM SOC, ADULT SERV DIV, MENTAL RETARDATION COMMUNITY SERVICES, (Social Services) provides financial assistance & program support for community-based programs designed to meet the needs of mentally retarded adults in the areas of accommodation, employment and training, adult protective services (to enable mentally retarded adults to become self-sufficient in a community setting) & special support projects. Some services are directly administered by local organizations, particularly local associations for the mentally retarded. Also supports prevention and community awareness programs by public education. A Mental Retardation Coordinator works in each area office serving as link between the Province & community groups in identifying & planning services for mentally retarded adults. Contact regional & area offices listed in the Appendix. In Metro Toronto call the Area Office, 965-9943.

**COMM SOC ADULT SERV DIV POLICY PLANNING****416-965-9505**

COMM SOC, ADULT SERV DIV, POLICY, PLANNING & PROGRAM DEVELOPMENT ensures that the division achieves its objectives by reviewing policies and developing new ones to meet changing needs. Planning involves the development of an integrated system of services to meet public needs throughout the province. Program development involves formulation of specific services for specific clientele, financial analysis at various levels of services and formulation of delivery mechanisms needed to carry out anticipated results.

**COMM SOC ADULT SERV DIV SENIOR CITIZENS****416-965-5103**

COMM SOC, ADULT SERV DIV, SENIOR CITIZENS SERVICES (Social Services) aims to support programs to involve senior citizens in community & social services. In cooperation with municipalities and charitable organizations develops policy on and subsidizes Homes for the Aged, residential and extended care and social services for senior citizens. Subsidy is in the form of capital and operating grants. Assists in community outreach programs and alternatives to institutional care projects, e.g., meals-on-wheels, day care, vacation care & Senior Volunteers. Provides capital & operating grants for Elderly Persons Centres and grants for research on aging & related facilities, e.g., Crane Memorial Library of Geriatrics & Gerontology (367-8867). Is involved with retirement planning. Contact regional, area & local offices listed in the Appendix. In Metro Toronto contact the Area Office, 965-9943.

**COMM SOC ADULT SERV DIV SOCIAL SERVICES****416-965-2376**

COMM SOC, ADULT SERV DIV, SOCIAL SERVICES. The Divisional Group develops standards, guidelines and policy, and implements three programs: Vocational Rehabilitation, Senior Citizens & Mental Retardation Community Programs. Each program is described under Comm Soc Adult Services Div Program Name. Social Services staff provide advice & operating subsidies to debt & credit counselling services; act as consultants to municipalities & social agencies on counselling services; coordinate provision of Homemakers & Nursing services from private agencies to those in need in municipality; assist municipalities in consolidating social services. Group ensures development & funding of municipal Work Activity

Projects which assist individuals to be self-sufficient. Social services programs are delivered through regional, area & local offices (listed in the Appendix). In Metro Toronto call the Area Office, 965-9943 or the Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

**COMM SOC ADULT SERV DIV VOC REHAB MAINTENANCE**

**COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION MAINTENANCE ALLOWANCES PROGRAM** (Income Maintenance) is designed to provide financial assistance as a monthly income to disabled persons who are enrolled in a training program and are receiving services from the Vocational Rehabilitation Program (see Comm Soc Adult Serv Div Vocational Rehab). Contact area or local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

**COMM SOC ADULT SERV DIV VOCATIONAL REHAB**

416-965-2376

**COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION** (Social Services) aims to develop or restore the work capacity of the physically or mentally handicapped. Assesses handicapped person's abilities & limitations, counsels the person through the rehabilitation process, assists in gaining employment and provides restorative assistance (e.g. prosthetics) needed to restore useful physical functioning. Shares with municipalities work activity project costs (to enable handicapped to be self-sufficient). Provides capital & operating grants to rehabilitation workshops & operating grants & debt retirement (e.g., payment of mortgages) assistance to half-way houses & group homes for the physically & mentally handicapped & former inmates, etc. & for some centres for alcoholics & drug addicts. Contact regional, area & local offices (see Appendix). In Metro Toronto contact the Area Office, 965-9943 or Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

**COMM SOC AUDIT SERVICES BR**

416-965-5214

**COMM SOC, AUDIT SERVICES BR** is responsible for the ministry's audit function. For a description of the function, see first entry under Audit.

**COMM SOC CAPITAL & ADMINISTRATIVE SERVICES BR**

416-965-5006

**COMM SOC, CAPITAL & ADMINISTRATIVE SERVICES BR** provides technical expertise and consultative services to municipalities, Indian Band Councils and non-profit or charitable organizations that want to establish facilities for rehabilitation, residential and social services under various Acts administered by the ministry. Financial Section (965-9160) controls, processes and records transfer payments to municipalities, Indian Band Councils and charitable organizations for the establishment and renovation of facilities and maintains statistics on these facilities. The branch is responsible for the ministry's fire safety program. Contact regional, area and local offices listed in the Appendix. The branch operates the ministry library (965-2300) and supplies the ministry with administrative services (see first entry under Administrative Services for a description of this function). Advises ministry program managers on control of direct operating expenditures.

## **COMM SOC CHILDREN'S SERV DIV**

416-965-4914

COMM SOC, CHILDREN'S SERV DIV goals are to consolidate and decentralize service planning, delivery and evaluation and to assimilate and integrate services to children previously provided through other Ministries. Head offices at Queen's Park determine program planning, policies and priorities, develop standards and information systems and provide supervision, support and program coordination to the regions. Four regional offices manage operations by providing project planning, development and implementation, financial, administrative and program support services and quality control. Two area offices in each region (three in the North) provide program consultation, monitoring and inspection, project development, licensing, case management, and community liaison and consultation. Programs delivered are described individually in this index; see Comm Soc Children's Serv Div Program Name. Regional and area offices are listed in the Appendix.

## **COMM SOC CHILDREN'S SERV DIV CHILD ABUSE**

416-965-3130

COMM SOC, CHILDREN'S SERV DIV CHILD ABUSE PROGRAM was formed to deal with the problem of the abuse of children. Its function is mainly of a coordinating nature, encouraging cooperation among agencies involved and bringing together resources to provide ongoing professional and public education on child abuse. Cases of child abuse should be reported to local Children's Aid Societies.

## **COMM SOC CHILDREN'S SERV DIV CHILD WELFARE**

COMM SOC, CHILDREN'S SERV DIV, CHILD WELFARE PROGRAM funds, inspects and supervises Children's Aid Societies. Regional and area offices are listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943. Children's Aid Societies (CAS) develop programs and provide services to strengthen family life, protect children and prevent circumstances likely to lead to child abuse or neglect. Provide foster and group home parents or institutional care for children assigned or committed to their care; counsel unmarried mothers and their children; place children for adoption and provide follow-up counselling to help families adjust to adoption. Contact local CAS. Private adoptions require the services of a lawyer.

## **COMM SOC CHILDREN'S SERV DIV DAY NURSERIES**

COMM SOC, CHILDREN'S SERV DIV, DAY NURSERIES PROGRAM supervises and issues licences to nursery schools, day care centres and private home day care agencies. Provides information and consultation to provincial associations and groups regarding development of programs, staffing and legislation, and special day care programs (e.g. for native peoples, handicapped, etc.). Provides financial assistance to municipalities, approved groups who are incorporated and Indian Band Councils to establish day nurseries and to municipalities to provide financial assistance to eligible individuals seeking day care. Maintains statistics on day nurseries. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

## **COMM SOC CHILDREN'S SERV DIV INSTITUTIONS**

COMM SOC, CHILDREN'S SERV DIV, INSTITUTIONS. Under The Children's Institutions Act and The Charitable Institutions Act, the Division may provide charitable organizations and social agencies with capital and operating grants and subsidies, and supervision and consultation to homes for children and youth (juveniles) whose parents are facing family crises, who are emotionally disturbed, delinquent or who abuse the use of drugs, or who need

help to live independently in the community; and for homes for unmarried mothers. Under the Children's Residential Services Act establishes standards in all children's residential care programs and issues licences to individuals or groups operating group homes for three or more children. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

### **COMM SOC CHILDREN'S SERV DIV JUVENILE CORRECTIONS**

**COMM SOC, CHILDREN'S SERV DIV, JUVENILE CORRECTIONS PROGRAM** provides observation and detention services (in observation and detention homes) for juveniles awaiting court disposition. Supervises juveniles placed on probation by family court judges. Operates residential training schools for delinquent children or youth. Through aftercare services, supervises wards graduated from training schools and placed in community programs. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943. Training schools, observation and detention homes and probation & aftercare offices are also listed in the Appendix.

### **COMM SOC CHILDREN'S SERV DIV MENTAL HEALTH**

**COMM SOC, CHILDREN'S SERV DIV, MENTAL HEALTH SERVICES**, under the Children's Mental Health Centres Act, authorizes the establishment, funding, issuing of licences, and setting of standards of Children's Mental Health Centres serving emotionally disturbed children and youth. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

### **COMM SOC CHILDREN'S SERV DIV OPERATIONS**

416-965-7683

**COMM SOC, CHILDREN'S SERV DIV, OPERATIONS** responsibilities include program coordination and supervision of the regions. Finance and Program Analysis Unit (965-0210) is responsible for province-wide functions such as aggregation of regional budgets (estimates) and support to regions in budget negotiations between municipalities and social agencies. Operational Support Br (965-1083) provides liaison with province-wide special interest groups; coordinates responses to contentious issues and certain province-wide administrative functions such as maintaining records of wards of training schools (965-4368). Adoption Coordinator (965-2802) coordinates provincial, national and international adoptions services and prepares syndicated newspaper column, Today's Child, as an adoption aid (965-6559). Child Abuse Coordinator (965-3130) coordinates Child Abuse Program listed separately in this index (see Comm Soc Children's Serv Div Child Abuse Program).

### **COMM SOC CHILDREN'S SERV DIV PROGRAM POLICY**

416-965-5339

**COMM SOC, CHILDREN'S SERV DIV, PROGRAM POLICY BR** analyzes the broad policy issues affecting the Division's services. Defines and delineates policy; develops program priorities; develops and evaluates demonstration projects; coordinates major research projects and provides research grants for children's mental health projects. A formal link with the Strategic Policy Office under the Deputy Minister and Adult Services Div, Program Policy Br ensures participation by the Division in the review process for all research and program proposals concerning children. Under the ministry's decentralization program the branch is involved with the planning and development of local Children's Services Committees which will gradually assume authority for local children's services.

**COMM SOC CHILDREN'S SERV DIV STANDARDS & INFO**

416-965-4727

COMM SOC, CHILDREN'S SERV DIV, STANDARDS & INFORMATION SERVICES UNIT develops standards and guidelines for the care of children in publicly funded services under the auspices of the Ministry. Develops information systems to monitor placement of children in care and reviews existing facilities within the system. Also analyzes funding mechanisms (965-4782).

**COMM SOC COMMUNICATIONS BR**

416-965-7825

COMM SOC, COMMUNICATIONS BR is the information service for the Ministry of Community and Social Services. For a description of activities, see first entry under Information Service. Also provides assistance (e.g. consultation, publications, films, slide/tape programs displays, etc.) to the public, municipalities and social agencies to explain programs.

**COMM SOC FEDERAL-PROVINCIAL COST SHARING**

416-965-4765

COMM SOC, FEDERAL-PROVINCIAL COST-SHARING SENIOR ADVISOR advises officials of this ministry and others such as those of the Ministry of Treasury & Economics, heads of social service agencies, etc. on these federal-provincial agreements: Canada Assistance Plan, Vocational Rehabilitation of Disabled Persons and Established Programs Financing.

**COMM SOC FINANCIAL ADVISORY SERVICES SECTION**

416-965-2291

COMM SOC, FINANCIAL ADVISORY SERVICES SECTION is a staff resource providing professional accounting, financial and business management services at the Ministry corporate level and on request to Ministry's operating divisions and facilities and to social service agencies subsidized or seeking subsidy from the Ministry.

**COMM SOC FINANCIAL PLANNING & PROGRAM ANALYSIS BR**

416-965-4688

COMM SOC, FINANCIAL PLANNING & PROGRAM ANALYSIS BR analyzes and evaluates Ministry programs, coordinates estimates preparation, multi-year financial planning and the Management by Results Program for the Ministry.

**COMM SOC LEGAL SERVICES BR**

416-965-5147

COMM SOC, LEGAL SERVICES BR provides legal services for the Ministry of Community and Social Services. For a description of branch activities, see first entry under Legal Services.

**COMM SOC MENTAL RETARDATION FACILITY SERVICES**

416-965-6231

COMM SOC, MENTAL RETARDATION FACILITY SERVICES DIVISION directly operates 17 provincial facilities (Schedule I) and funds 10 facilities (Schedule II) operated by Community Boards of Directors for mentally retarded and multiply handicapped children and adults. Issues licences to approved homes which operate under the supervision of above government facilities. Four Regional Administrators manage and direct a comprehensive

system of facilities services in a specific region as well as representing this Division in regional discussions about planning, development and implementation of provincial policies and programs. The Mental Retardation Consulting Services Br (965-6237) provides administrative, professional and service-oriented consulting services to Schedule I & II facilities; ensures provision of diagnostic and assessment services for the mentally retarded in board-operated Diagnostic & Assessment Centres. Contact Regional Administrators and Schedule I facilities listed in the Appendix.

## **COMM SOC PERSONNEL BR**

416-965-7991

COMM SOC, PERSONNEL BR performs the personnel functions for the Ministry of Community and Social Services. For a description of branch activities, see first entry under Personnel. Training and Educational Assistance is now the responsibility of Planning and Management Improvement Branch, 965-7616.

## **COMM SOC PLANNING & MANAGEMENT IMPROVEMENT BR**

416-965-7616

COMM SOC, PLANNING & MANAGEMENT IMPROVEMENT BR purposes are to design, develop, implement and maintain a comprehensive set of systems for the effective management and use of the ministry's human resources; and to design, develop, deliver and coordinate a comprehensive ministry management training and development program. The branch also coordinates and develops systems to measure and evaluate program efficiency and effectiveness.

## **COMM SOC SOCIAL ASSISTANCE REVIEW BOARD**

416-965-2363

COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or GAINS-A (income supplement for senior citizens) and GAINS-D (income supplement for the blind and disabled), Family Benefits (financial allowances for single mothers, the blind and disabled, permanently unemployable fathers, foster children, severely handicapped children).

## **COMM SOC SOLDIERS AID COMMISSION**

416-965-4891

COMM SOC, SOLDIERS AID COMMISSION provides emergency welfare assistance to eligible war veterans and/or their dependents who are in need. Administers trust funds accruing from bequests. Contact Commission or closest branch of the Department of Veterans Affairs (DVA) or Royal Canadian Legion.

## **COMM SOC STRATEGIC PLANNING & POLICY SECRETARIAT**

416-965-9884

COMM SOC, STRATEGIC PLANNING & POLICY SECRETARIAT administers a Research and Demonstration Grants program which funds research projects and encourages the further development of innovative activities relevant to the ministry's programs. Research projects may be conducted by private or public agencies, incorporated groups or associations (unincorporated groups need to be part of incorporated bodies to become eligible), municipal welfare departments, other welfare institutions, colleges and universities. The Secretariat can inform organizations and individuals about ministry's priorities for research and demonstration.

**COMM SOC SYSTEMS MANAGEMENT & COORDINATION BR**

416-965-3613

COMM SOC, SYSTEMS MANAGEMENT & COORDINATION BR is responsible for management information systems development in support of ministry's programs; develops computerized or EDP information systems for the agencies in the social services network; provides managerial and technical support to the ministry's computer systems now in operation. Procures systems development services within the government and in the private sector. Identifies opportunities for systems improvement and ensures definition, development and implementation of systems considering security requirements.

**COMMERCIAL VEHICLES**

Commercial Vehicles, see Tr & Comm Highway Carrier Licensing Office

**COMMISSION ON ELECTION CONTRIBUTIONS & EXPENSES**

416-965-0455

COMMISSION ON ELECTION CONTRIBUTIONS & EXPENSES administers the Election Finances Reform Act which provides for registration of political parties and constituency (riding) associations active in Ontario, and candidates in a provincial election. Limits political contributions to, and period of advertising and advertising expenses of, registered parties, constituency associations and candidates during a provincial election campaign. Provides subsidies to candidates with respect to campaign expenses incurred. Requires filing of audited campaign period statements of receipts & expenses by political parties, constituency associations and candidates, and audited annual financial statements, including statements of assets and liabilities by political parties and constituency associations.

**COMMISSION ON FREEDOM OF INFORMATION**

416-598-0411

COMMISSION ON FREEDOM OF INFORMATION & INDIVIDUAL PRIVACY was established in March, 1977 to examine and make recommendations on: the individual's right to privacy and appeal regarding the use of government information, the individual's right of access to government information, protection of the public interest by determining what information should be confidential. Write to the Commission at 180 Dundas St. W., 22nd Floor, Toronto M5G 1Z8.

**COMMISSIONERS OF OATHS**

416-965-5184

ATT GEN, COURTS ADMINISTRATION PROGRAM manages the Civil and Criminal courts in Ontario and is involved with the implementation of French language services in Ontario courts. Ensures provision of adequate administrative services to county, Surrogate Court and Supreme Court of Ontario offices, including direction to sheriffs and bailiffs, court registrars and clerks (965-1524). Manages small claims courts and provides direction to small claims courts bailiffs and clerks (965-7945). Manages provincial (criminal and family) court offices (965-0916). Provides courts and office accommodation planning (965-8453). Handles court reporting services (965-2399). Regulates appointments of justices of the peace, notaries public and commissioners of oaths or affidavits (965-2848).

**COMMITTEE ROOMS**

Committee Rooms at Macdonald Block, Queen's Park, see Govt Serv Property Management Br.

## COMMITTEES OF ADJUSTMENT

416-965-6418

**HOUSING, OPERATIONS & DEVELOPMENT CONTROL** Br administers Minister's zoning orders, part-lot control by-laws, validation of title, & road closing applications. Comments to the Ont. Municipal Board on municipal zoning by-laws. Coordinates delegation of Minister's powers to local jurisdictions (e.g., transfer of local official plans approvals to regional municipalities & land severance approvals to Northern Ontario planning boards). Monitors land severance decisions of delegated boards, **committees of adjustment** & land division committees. Administers land severance applications in Northern Ontario. Reviews applications for municipal annexations, quarries & pipelines. Processes Niagara Escarpment Dev Control appeals. Provides technical, administrative & statistical support for the Plans Admin. Div. Coordinates ministry review of environmental assessments. Prepares publications on the planning process. Takes part in special projects (e.g., review of land use planning reports).

## COMMODITY FUTURES

416-963-0223

**CCR, ONTARIO SECURITIES COMMISSION (OSC)** maintains public files on companies' disclosure of take-over bids, proxy and proxy solicitation, insider trading and financial disclosure for the benefit of investors (963-0259). Processes mining and other prospectus offerings of securities as well as applications for transfer or release of securities from escrow (963-0239). Registers stockbrokers, salesmen and investment advisers, **commodity futures** dealers, salesmen and advisers (963-0228). Investigates complaints about stockbrokers and salesmen and commodity brokers and salesmen and complaints about actions by companies affecting the value of securities (963-0242). Answers general questions about **commodity futures** trading (963-0255).

## COMMUNICATIONS

Communications, see also Information Service

416-965-4262

**GOVT SERV, COMMUNICATIONS & COMPUTER SERVICES DIV** provides comprehensive telecommunications and computer services to the Ontario government. Computer services include a broad range of computer processing services such as time sharing, batch processing, text and word processing, data base and related support services. The Computer Support Services Br (965-1335) is the planning and central technical resource and coordinating arm of the Division. There are three Computing Centres in Metro Toronto: Queen's Park Computing Centre (965-8742), Leaside Data Centre (965-0941) and Downsview Computing Centre (248-3943). Telecommunications services, provided through the Telecommunication Services Br (965-0175) include telephone, radio (non-broadcast), video and data **communications**. The branch also provides and manages the government's consolidated telephone systems and associated switchboards in Toronto (965-1211), Thunder Bay (705-475-1110) and London (519-679-7000).

**TR & COMM, COMMUNICATIONS OPERATIONS BR** carries out representations and interventions re telecommunications services before the Canadian Radio-Television and Telecommunications Commission (CRTC) on common carrier, cable and broadcast applications; involves provincial comment on Bell Canada and CN/CP rate applications. Regulatory Operations Office (248-3736) investigates customers' complaints regarding their service. Telecommunications Systems Engineering Office (248-3567) provides related assistance to Communications Division; assists independent telephone industry in modern-

ization plans; consults and advises the Ontario Telephone Service Commission on technical matters.

416-248-3731

TR & COMM, COMMUNICATIONS POLICY BR develops Ontario government policy in **communications** field. Activities include: development of broadcast, cable and common carrier and independent telephone company policies (248-3711); intergovernmental liaison with other provincial and federal agencies (248-3731); maintaining liaison with cable, broadcast and common carrier industries; undertaking research and analytical studies related to telecommunications services and systems. Has data bank of information on population served by broadcasting and cable firms and on television viewing habits (248-3961).

416-248-3789

TR & COMM, COORDINATOR EXTERNAL RELATIONS coordinates intergovernmental relationships between Ontario and the other provinces and the federal government in the field of transportation and **communications**. Coordinator monitors the activities, new programs and legislation of other provincial governments and the federal government, and assesses possible impact on Ministry for information of senior management.

416-248-3931

TR & COMM, MUNICIPAL-PROVINCAL TRANSPORTATION BR, ENVIRONMENTAL OFFICE develops environmental policy, procedures and management practice for provincial transportation and **communications** programs. Conducts environmental assessments for work on provincial roads. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

## COMMUNITY & SOCIAL SERVICES

Community & Social Services, Ministry of, see COMM SOC Branch Name.

## COMMUNITY & SOCIAL SERVICES RESEARCH

Community & Social Services Research grants, see Comm Soc Strategic Planning & Policy Secrétariat

## COMMUNITY CENTRES

Community Centres, see Recreation Centres

## COMMUNITY COLLEGES

Community Colleges, see Colleges

## COMMUNITY INFORMATION CENTRES

416-965-3314

CULT & REC, COMMUNITY INFORMATION SERVICES Program provides grants to fund eligible individual **community information centres**; prepares publications and advises them on matters such as information management, policy, staffing and volunteer training. Contact field offices listed in the Appendix. The Community Information Services Program is part of the Citizen's Inquiry Branch. See also Cult & Rec Citizen's Inquiry Bureau for other functions of this Branch.

## COMMUNITY PLANNING

Community Planning, see also Housing North Pickering Community & East Ont. Region Br and Housing Townsend Community & West Ont. Region Br.

416-965-3352

HOUSING, COMMUNITY PLANNING ADVISORY BR provides **community planning** service and advice to municipalities, the development industry and the public. Administers a program of grants which provides financial aid to smaller municipalities (pop. 15,000 or less) for the development of locally oriented **community planning** programs. These include: preparing or updating official plans and zoning by-laws, assistance to regional, county or district governments in preparing land severance policies, funding preparation of required secondary plans, funding planning programs for unorganized territories, funding strategy plans for municipalities not included in a defined planning area. Municipalities must contact regional offices listed in the Appendix to apply for grants. Municipalities are responsible for designating mobile home parks by passing zoning by-laws under the Planning Act.

416-965-5890

HOUSING, LOCAL PLANNING POLICY BR develops policy, legislation and recommends **community planning** standards to apply at the local government level (municipalities), consistent with provincial objectives. Activities include review of planning statutes; formulation of advisory publications on official plans, zoning techniques and land use planning policies; and issuance of policy circulars on matters such as urban planning standards, design guidelines for housing subdivisions and the development of mobile home parks.

416-965-1637

HOUSING, PROJECT PLANNING BR provides comprehensive planning services to the Ministry on land development, **community planning** and other specific planning projects, based upon thorough physical, social, economic, environmental and engineering analysis. The branch ensures that the interests of other ministries and levels of government and the public are taken into account as they relate to various projects. A Planning Group in the branch provides planning information on these projects to housing production agencies, Members of Provincial Parliament, government agencies and the public.

## COMMUNITY RESOURCE CENTRE

416-750-3400

CORR SERV, COMMUNITY RESOURCE CENTRES house inmates serving sentences in Ontario correctional institutions. The centres are operated by community organizations under contract to the Ministry. An inmate wishing to pursue an employment or education program outside the institution applies for a transfer to the **Community Resource Centre** where he/she also receives counselling and skills training. Inmates are subject to rules ensuring behaviour in the best interest of the community. Failure to abide by the rules or to make good use of the program results in an inmate's return to the correctional institution.

## COMMUNITY SERVICE ORDER

416-750-3475

CORR SERV, COMMUNITY SERVICE ORDERS, Community Program Development Br. The **Community Service Order (CSO)** Project assigns non-violent inmates to perform service to the community as a condition of a probation order. The Project does not eliminate opportunities for paid employment because tasks are those normally done by volunteers or in reparation to victims for damage done by offenders. Organizations with projects of tangible benefit to the community can obtain volunteer help from the CSO Project by writing to the Provincial Coordinator, **Community Service Order** Project, Min. of Correctional Services, 2001 Eglinton Ave. E., Scarborough, Ont. M1L 4P1. For information on other community

programs see Corr Serv Native Program Development, Corr Serv Restitution Program Development and Corr Serv Volunteer Programs.

## COMPANIES

Companies, see Corporations, also Business, Industry

## COMPENSATION

Compensation of employees in the Ontario Public Service, see Civ Serv Pay Policy & Admin Br, also Civ Serv Staff Relations Div.

416-965-2867

ATT GEN, BOARD OF NEGOTIATION may act as a mediator to negotiate a settlement when property is expropriated and no agreement can be reached on **compensation** for the expropriation. Either the property owner or the expropriating authority can request the services of the Board of Negotiation.

416-965-2867

ATT GEN, BOARD OF VALUATION. Where a power exercised under the Power Corporation Act does not constitute an expropriation or injurious affection, **compensation** shall be paid to the property owner for all damage, and when no agreement is arrived at as to amount of compensation to be paid to the owner, the Board of Valuation shall determine **compensation** for such property damage. If either the owner or the Corporation is dissatisfied with the amount fixed, appeals may be made to the Ontario Municipal Board.

416-965-4755

ATT GEN, CRIMINAL INJURIES COMPENSATION BOARD provides **compensation** to eligible applicants when a person in Ontario is injured or killed as the result of an unprovoked crime of violence.

416-965-1012

ATT GEN, LAND COMPENSATION BOARD determines **compensation** for land taken either through expropriation by a Statutory Authority or through consent to arbitration under Ontario legislation, for damages for injurious affection to land caused by a Statutory Authority, for personal and business damages, and for disturbance damages. The Land Compensation Board provides information on arbitration proceedings for **compensation** and related matters.

416-963-0501

CCR, MOTOR VEHICLE ACCIDENT CLAIMS FUND (MVAC) provides **compensation** to victims of accidents caused by drivers of uninsured, stolen and hit and run vehicles by administering the Motor Vehicle Accident Claims Act. Funds are received by: charging uninsured vehicle owners \$150 to register each vehicle; a \$1.00 annual assessment charged on every driver's licence issued; repayments by uninsured debtors for monies paid out on their behalf.

416-965-8851

WORKMEN'S COMPENSATION BOARD (WCB) administers the Workmen's Compensation Act. For employees disabled by work-related accidents or diseases the Act provides **compensation** (income), medical aid (payment of doctors' & hospital bills, etc.), rehabilitation services, awards for permanent disability & pensions for dependents of employees who die as a result of such accidents or diseases. Appeals on WCB decisions may be made under the Act. The Board is entirely financed by employer assessments, which also underwrite the safety education programs of nine accident-prevention associations. The Board's head office is at 2

Bloor St. East, Toronto; its Hospital & Rehabilitation Centre is in Downsview. The board has a library (965-8725), films (965-8722), two information offices in Toronto & area offices in 12 other Ontario cities (listed in the Appendix). The WCB reports to the Legislature through the Minister of Labour.

## COMPOSERS

Composers, see Ontario Arts Council

## COMPRESSOR PLANTS

Compressor Plants, see CCR Pressure Vessels Safety Br

## COMPUTER SERVICES

Computer Services in the Ontario Government, see Govt Serv Communications & Computer Services Div. See also Systems Development for listing of ministries' systems development branches.

## COMPUTING CENTRES

416-965-4262

GOVT SERV, COMMUNICATIONS & COMPUTER SERVICES DIV provides comprehensive telecommunications and computer services to the Ontario government. Computer services include a broad range of computer processing services such as time sharing, batch processing, text and word processing, data base and related support services. The Computer Support Services Br (965-1335) is the planning and central technical resource and coordinating arm of the Division. There are three **Computing Centres** in Metro Toronto: Queen's Park Computing Centre (965-8742), Leaside Data Centre (965-0941) and Downsview Computing Centre (248-3943). Telecommunications services, provided through the Telecommunication Services Br (965-0175) include telephone, radio (non-broadcast), video and data communications. The branch also provides and manages the government's consolidated telephone systems and associated switchboards in Toronto (965-1211), Thunder Bay (705-475-1110) and London (519-679-7000).

## CONCERTS

Concerts, see Ontario Arts Council

## CONCILIATION

416-965-4108

LABOUR, CONCILIATION & MEDIATION SERVICES BR goals are to foster harmonious labour relations and to minimize disruption in the economy arising from strikes and lockouts. Provides **conciliation** officers who help labour and employers to arrive at a settlement of disputes. Provides mediation officers after the **conciliation** process if necessary. Also undertakes preventive mediation services during the term of an agreement. Parties in a labour dispute must use the government's **conciliation** services before resorting to strikes or lockouts.

## CONCRETE

Concrete (highway construction), see Tr & Comm Engineering Materials Office and Tr & Comm Engineering Research & Development Br.

## CONDITIONAL SALE CONTRACT

Conditional Sale Contract, see CCR Personal Property Registration Br.

## CONDOMINIUM ONTARIO

Condominium Ontario, see also Condominiums.

416-482-6636

CCR, **CONDOMINIUM ONTARIO** is an independent organization composed of a number of representatives of condominium owners and others experienced in the condominiums field to provide legal, technical and information services in the resolution of disputes. Under the amended Condominium Act (Bill 103), a dispute between the condominium owner or unit owner and the Condominium Corporation could be settled by a 'Condominium Ontario' review officer without having to resort to the courts.

## CONDOMINIUMS

416-965-4728

CCR, **COMMERCIAL REGISTRATION APPEAL TRIBUNAL** holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re **condominiums** under the Condominium Act 1978.

416-482-6636

CCR, **CONDOMINIUM ONTARIO** is an independent organization composed of a number of representatives of condominium owners and others experienced in the **condominiums** field to provide legal, technical and information services in the resolution of disputes. Under the amended Condominium Act (Bill 103), a dispute between the condominium owner or unit owner and the Condominium Corporation could be settled by a 'Condominium Ontario' review officer without having to resort to the courts.

416-922-3005

The Ontario New Home Warranties Plan Act which came into effect Dec. 31, 1976, requires registration of all builders of new homes including **condominiums** and mobile homes with the Housing & Urban Development Ass'n. of Canada (HUDAC) New Home Warranty Program, a non-profit corporation. The self-financing program provides a warranty that new and previously unoccupied homes sold after the end of 1976 are free from defects for one year and from major structural faults for an additional four years. The Corporation will handle complaints from buyers of new homes, **condominiums** and mobile homes. Both builders and buyers can file appeals on Corporation decisions with the Commercial Registration Appeal Tribunal. Program covers mobile homes placed on permanent foundations for permanent occupancy and meeting applicable building codes.

416-963-0436

CCR, **LAND BOUNDARIES PROGRAM**, Legal & Survey Standards Br provides a quality control for surveys, plans and description of land including **condominiums** (its by-laws, declaration and description), for registration in land registry offices. Also provides for the confirmation of the true location of boundary lines which have been lost or obliterated. Provides financial assistance under the Land Titles Survey Fund under special circumstances. Contact Queen's Park or Land Registry Offices, listed in the Appendix.

416-963-0423

CCR, PROPERTY LAW PROGRAM, Legal & Survey Standards Branch performs statutory functions of Director of Titles: responsible for legal quality of land registration records and instruments. Drafts amendments to, and regulations under the Land Titles Act, the Registry Act, the Condominium Act (governing **condominiums**) the Boundaries Act and the Certification of Titles Act. Processes applications of title and for conversion of title from the land registry system to the land titles system.

416-963-0465

CCR, REGIONAL PROPERTY REGISTRATION Branches I and II phone numbers are 963-0462 & 963-0466 respectively. The branches operate land registry offices (LRO's) throughout Ontario which provide services of the land titles and land registry systems. The LRO'S register and record documents for real property (land) and personal property titles including liens on them. Registration records (including those of **condominiums**) may be examined for a fee. Mortgages are normally discharged through a lawyer who prepares the document. The discharge is then registered with the local LRO. There is a LRO in each county or district (see Appendix for list). In Toronto LRO'S are located at New City Hall, with these telephone numbers: Toronto and York Land Titles, 965-5248; Toronto Land Registry, 965-7553; Toronto Boroughs and York South Land Registry, 965-7588.

416-965-6418

HOUSING, SUBDIVISIONS BR implements Ministry programs designed to provide adequate housing within a sound planning framework. The province is responsible for approving plans of subdivisions and **condominiums** across Ontario (except where approval power has been delegated to a regional municipality). The branch ensures that these decisions conform to local, provincial and federal policies.

## CONFEDERATION

416-965-2927

ADVISORY COMMITTEE ON CONFEDERATION, comprising representatives from various sectors of society, advises the Government through the Cabinet Committee on Confederation on: Ontario's place in **Confederation** and federal-provincial and interprovincial relationships, constitutional matters and means of promoting public awareness of our federal system and ways of improving it.

416-965-1020

CABINET COMMITTEE ON CONFEDERATION comprising members of Cabinet advises the government on: the relationship of Ontario to **Confederation** and on related federal-provincial and interprovincial relationships; how the public might acquire further understanding of the advantages of **confederation**; means of greater interaction between Ontarians and the people from the other provinces.

416-965-2927

INTGOV AFF, FEDERAL-PROVINCIAL & INTERPROVINCIAL Affairs Secretariat provides policy advice on Ontario's participation in federal-provincial and interprovincial relations. Assesses current issues in **Confederation** including such matters as the distribution of powers. Identifies the effect of policy and program initiatives on Ontario's relations within federation. Makes recommendations to ministries on specific federal-provincial or interprovincial issues. Through the Ontario Quebec Permanent Commission (OQPC) promotes educational, public administration and cultural exchanges with Quebec by governments, individuals, groups, schools and organizations. See Intgov Aff Ontario Quebec Permanent Commission for information on the OQPC.

## CONSERVATION AUTHORITIES

416-965-6283

NAT RES, CONSERVATION AUTHORITIES BR encourages the conservation, development and utilization of water and related land resources by providing policy, funding assistance, management and planning direction to **Conservation Authorities**, autonomous bodies established under the Conservation Authorities Act. Provides grants to support resource management projects initiated and undertaken by the Authorities. These include water and land management programs (flood plain mapping, environmental assessments, flood control works, such as dams, channel improvements and erosion control structures) and conservation and recreation land management programs (reforestation and woodlots management, wildlife management, outdoor recreation information and education).

## CONSERVATION REVIEW BOARD

416-965-1432

CULT & REC, CONSERVATION REVIEW BOARD holds hearings at request of municipality if owners object to municipal designation of property for historical or architectural conservation. The Board reports its opinion to the municipal council. Hearings are also held where Minister proposes to refuse issuance of archaeological licence or designates archaeological or historic sites.

## CONSOLIDATED REVENUE FUND

416-965-2905

GOVT SERV, GOVERNMENT PAYMENTS BR is responsible for the production of cheques for the Ontario government from the **Consolidated Revenue Fund** or for any major cheque issuing programs developed by an Ontario Government ministry. Reconciles the Consolidated Revenue and major cheque issuing bank accounts. All cheque writing and issuing is done only upon authorized request of each ministry. For specific inquiries, contact ministry concerned.

416-965-1381

THE PROVINCIAL AUDITOR carries out the statutory requirements imposed under the Audit Act and other statutes of the province. The Provincial Auditor manages the audit of the **Consolidated Revenue Fund** as well as that of ministerial and quasi-judicial agencies.

416-965-1791

REVENUE, PROV OF ONTARIO SAVINGS OFFICE provides general savings bank services to the public in 21 branches throughout the province. The Province of Ontario Savings Office deposits funds in excess of day-to-day requirements with the **Consolidated Revenue Fund**.

416-965-5273

TREAS ECON, FINANCIAL INFORMATION & ACCOUNTING POLICY BR manages Ontario's requirements in overall government accounting, control & consolidated public and internal financial reporting. Specifically, it: maintains records of all **Consolidated Revenue Fund** transactions; prepares reports for use by the Treasurer before the Legislature, the public and the financial community, e.g., Public Accounts, prospectuses of debentures; operates Central Financial Information Systems by analyzing & consolidating data on revenues, expenditures, budgets, forecasts & statistics; provides all ministries/agencies with direction on financial transactions to ensure quality and comprehension of accounting & financial management policies; coordinates interministry effort on 'in-house' systems to ensure compatibility with Central Financial Information systems; provides expertise on all

accounting and financial matters as referred by Management Board and all ministries/agencies; provides liaison with banking community.

## CONSTITUENCY ASSOCIATIONS

Constituency Associations, see Commission on Election Contributions & Expenses

## CONSTITUENCY OFFICES

416-965-9489

LEGISLATIVE ASSEMBLY, ADMINISTRATIVE Office provides financial, personnel and associated administrative services for each Member of Provincial Parliament (MPP) and his or her staff, MPP's **constituency offices** (see list in the Appendix) and the various offices under the Office of the Legislative Assembly. Information and Tours Services (965-4028) conducts tours of the Legislative Building for school groups, associations and individuals. Art tours of the Macdonald Block are booked upon request. Provides information service to visitors on Ontario Travel and the Parliament Buildings and direction to various government offices. Bilingual guides are available. Food and Beverage Services (965-4340) includes Stewards Services (965-7651) which administers the Press Gallery Lounge and the Members Lounge, and the Member's Dining Room (965-2011) which offers MPPs facilities for luncheons, dinners, receptions.

## CONSTITUTIONAL

Cases involving constitutional questions, see Att Gen Crown Law Office Civil Law.

## CONSTRUCTION INDUSTRY

416-965-7161

LABOUR, CONSTRUCTION HEALTH & SAFETY BR is concerned with protecting the occupational health and safety of employees in the **construction industry**, including work on buildings, streets, sewers, water mains, underground work, and work under compressed air. The Branch periodically inspects construction sites, investigates refusals to work under unsafe conditions, and investigates fatalities and serious accidents. Provides consultative services to all involved in the **construction industry**, e.g. labour, management, contractors, designers. Safety publications are available. Contact Queen's Park or district offices listed in the Appendix. See also Labour Mining Health & Safety Br, Labour Industrial Health & Safety Br.

416-965-5251

LABOUR, EMPLOYMENT STANDARDS BR sets and enforces standards of wages and working conditions in Ontario, including minimum wage, overtime pay, vacation pay, hours of work, public holidays, maternity leave, equal pay for equal work, termination of employment and equal benefits. May also collect unpaid wages on behalf of employees. Provides means for employees and employers to jointly petition Government for a schedule of wages and working conditions for their particular industry or trade. Also regulates and issues licences to employment agencies (965-0631). Provides for setting of wages rates and working conditions for **construction industry** and maintenance workers employed on government contracts. Employment Adjustment Services (965-3303) provides consulting services to employers and employees on termination of employment legislation and on adjustment programs available in situations of mass terminations of employment. Contact regional offices listed in the Appendix.

416-965-4151

**LABOUR, ONTARIO LABOUR RELATIONS BOARD** administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for employers & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for employees in hospitals; Colleges Collective Bargaining Act. Also administers unfair declarations of strikes and lockouts and consents to prosecute under the School Boards and Teachers Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade unions and **construction industry** employer organizations; investigates unfair labour practice by unions and employers; rules on the legality of strikes and lockouts; conducts arbitration hearings for the **construction industry**. The Board cannot advise on rights and duties in situations that may come before it.

416-965-8710

**LABOUR, STANDARDS & PROGRAMS BR** identifies need for occupational health and safety programs; supports their development, implementation and evaluation. The branch has four groups. Program Analysis & Evaluation (965-8710) coordinates identification of short and long-term goals, definition of objectives, program planning and evaluation. Maintains occupational health and safety data, i.e. illnesses and injuries. Hazard Identification & Programming (965-8710) coordinates identification and assessment of hazardous agents in the workplace. Coordinates preparation of data sheets, guidelines and regulations. Industry Sector Programming (965-8510) identifies occupational health and safety priorities by industry sector and coordinates development of hazards control programs by sector (e.g., **construction industry**, logging industry, mining). Coordinates development of training programs for Occupational Health and Safety Division staff. See also Labour Standards & Programs Br Advisory Services for functions of the branch's fourth group.

## CONSTRUCTION TRADES

Construction trades certification, see Coll Univ Industrial Training Br Trades.

## CONSUMER

416-963-0441

**CCR, CENTRAL REGISTRATION SECTION** under the Consumer Advisory Services Br provides actual registration functions and maintains central registry of any business registered under the following Acts: **Consumer** Protection (registration and bonding of itinerant sellers), **Consumer** Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers, Mortgage Brokers, Travel Industry and Paperback & Periodical Dealers (wholesalers of paperbacks & periodicals). Answers inquiries from government agencies and the public as to whether a business is registered under these Acts (963-0441). For new applications call 963-0446, renewals 963-0444, revisions 963-0448.

416-965-4728

**CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL** holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, **consumer** credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears

appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-963-0331

CCR, CONSUMER ADVISORY SERVICES BR operates Consumer Services Bureaux across Ontario (see CCR Consumer Services Bureaux). The branch has officers who can speak to consumers and business groups on **consumer** protection laws under the Business Practices Division. The Central Registration Section of this branch provides actual registration functions and maintains a central file of registered businesses or persons. See CCR Central Registration Section for further details.

416-963-1111

CCR, CONSUMER INFORMATION CENTRE, part of Communications Services Branch, provides bilingual **consumer** information service for the general public, a library (963-0200) of **consumer** and corporate resource materials, previewing of materials by mail for **consumer** educators, and consulting services to professionals working with consumers in the field. Collect calls welcome.

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer **consumer** inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and deceptive or unfair business practices. Nine Bureaux across Ontario handle complaints under these Acts: Bailiffs (private bailiffs), Business Practices, Collection Agencies, **Consumer** Protection (e.g., finance charges on credit purchases and loans), **Consumer** Protection Bureau, **Consumer** Reporting (credit reporting and personal investigation agencies), Mortgage Brokers, Motor Vehicle Dealers, Paperback & Periodical Distributors (wholesalers of paperbacks and periodicals), Real Estate and Business Brokers, and Travel Industry (travel agents & wholesalers). The Business Practices Act specifies some practices considered to be deceptive, unfair or unconscionable and provides the **consumer** with redress procedures. See list of Bureaux in the Appendix.

## CONSUMER & COMMERCIAL RELATIONS

Consumer & Commercial Relations, Ministry of, see CCR Branch Name

## CONSUMER PRICE INDEX

Consumer Price Index is compiled by Statistics Canada, however, Treas Econ Central Statistical Services can provide current index.

## CONTAMINANTS

Contaminants, see Pollution

## CONTROLLED-ATMOSPHERE STORAGES

416-965-1058

AG & FOOD, FARM PRODUCTS QUALITY BR, FRUIT & VEGETABLES SECTION regulates the inspection and grading of twenty-five farm products plus flue-cured and burley tobacco, honey, maple syrup, Christmas trees, tomato seedlings. Offers technical advice to growers and producers and informs the public on all aspects of food (fruit, vegetables, honey) production, packaging and marketing. Provides the ministry's Information Branch with data on conditions of seasonal crops. Issues licences: to operators of **controlled-atmosphere storages** and to packers of apples from such storages, to dealers of fruit and vegetables, and to

nurseries. Controls disease in nurseries & controls neglected orchards to prevent spread of disease and insect infestation. Administers the Bees Act which requires registration of apiaries (where bees are kept for honey production). To register contact Provincial Apiarist, Dep't. of Environmental Biology, Univ. of Guelph, 519-824-4120 Ext. 2477. See also Appendix for ministry's county or district offices.

## CONVENTIONS

416-965-5764

IND & TOUR, TOURISM MARKETING BR promotes Ontario tourism & use of Ontario facilities for sales meetings and **conventions**. Tourism marketing, geared to the individual tourist and the travel trade, is conducted in domestic and international markets. Activities include mass advertising and promotion in the media; programs to expand sales of Ontario tours, packages and facilities by travel agents & operators; travel counselling; special promotions & on-going counsellor training; distribution of Ministry-produced travel films. The Tourism Market Analysis Section (965-5725) maintains a tourism data base and related information service for the industry and provides tourism research to support and direct ministry activities. For **conventions** & sales meetings, call collect 965-4354; for travel trade information, agents & operators can call collect 965-9991. See also Ind & Tour Tourism Marketing Br Ontario Travel.

## CONVICT

Convict, see Inmates

## COOPERATIVES

416-963-0387

CCR, COMPANIES SERVICES BR processes articles of incorporation, articles of amendment of business corporations, and applications for incorporation of churches, non-profit corporations and **cooperatives**, and issues letters patent (charters) with respect to them. Processes applications for licences in mortmain and extra-provincial licences. See also other sections of this branch described separately.

416-963-0515

CCR, CREDIT UNIONS & COOPERATIVES SERVICES BR administers the legislation affecting credit unions and **cooperatives**. Supervises credit unions, caisses populaires and **cooperatives**, including their incorporation, management, audit and dissolution. Gives advice and information to credit unions, caisses populaires and **cooperatives**. Handles inquiries and complaints concerning them.

## CORONERS

416-965-6678

SOL GEN, CHIEF CORONER'S OFFICE. **Coroners** investigate sudden and unexpected deaths; inform the public re prevention of similar deaths; order autopsies for medical legal reasons; conduct inquests; sign certificates for cremation and for shipment of bodies out of Ontario; complete medical certificates of death in coroners' cases. The Office administers the Human Tissue Gift Act (re: donation of bodies or parts of bodies for therapeutic purposes, medical education or scientific research). Adults may give consent by signing donor section of driver's licence or donor card available from Coroner's Office, orally during last illness in presence of at least two witnesses, or in writing. The Office inspects Schools of Anatomy in Ontario and supplies them with donated or unclaimed bodies. Contact Chief Coroner's Office, 965-6678, 26 Grenville St., Toronto or regional **coroners** listed in the Appendix.

## CORPORATE MORTGAGES

416-963-0389

CCR, COMPANIES SERVICES BR RECORDS Section deals with searches of corporations, files, certificates of corporation status and registration of corporation securities such as **corporate mortgages**, bonds, debentures (963-0390). Can provide copies of documents (e.g. articles of incorporation, annual returns) of corporations in Ontario.

416-963-0373

CCR, COMPANY LAW BR provides legal counselling to the Companies Division and handles inquiries of legal nature from the public about: incorporation of business and non-profit corporations, licences in mortmain, extra-provincial licences, registration of partnerships and sole proprietorships, names and name style registration by corporations, and registration of securities registered against the personal property of corporations, e.g. corporate bonds, debentures, trust indentures and **corporate mortgages**. This includes sorting out deficiencies in the applications submitted to the Companies Services Branch.

## CORPORATE NAMES

416-963-0547

CCR, COMPANIES SERVICES BR CORPORATION NAMES Section deals with the clearance and reservation of **corporate names** for new business and proposed changes of names by existing corporations.

## CORPORATIONS

Corporations, see also Business, Corporations Tax.

416-362-1331

ATT GEN, PUBLIC TRUSTEE manages estates of mentally incompetent persons (mainly those in psychiatric hospitals and facilities for the retarded). May be appointed Administrator of estates of Ontarians who die intestate without adult next-of-kin in Ontario and may manage such an estate as would a private trustee. May also be appointed Executor under a will. The Public Trustee is authorized to accept private trusts, Powers of Attorney, etc. Advises charitable organizations of legacies from wills and reviews operations of charities. Receives in trust assets of **corporations** undergoing dissolution. Authorized to receive funds in trust for perpetual care of cemeteries.

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and **corporations**; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-963-0387

CCR, COMPANIES SERVICES BR processes articles of incorporation, articles of amendment of business **corporations**, and applications for incorporation of churches, non-

profit corporations and cooperatives, and issues letters patent (charters) with respect to them. Processes applications for licences in mortmain and extra-provincial licences. See also other sections of this branch described separately.

416-963-0543

CCR, COMPANIES SERVICES BR CORPORATION INFORMATION Section maintains records on Ontario **corporations** including their filing of notices of change, by-laws, special resolutions, cancellation of charters (letters patent, certificates of incorporation) and extra-provincial licences. Also deals with arrears statements re notices of change, default notices and revival of **corporations**.

416-963-0547

CCR, COMPANIES SERVICES BR CORPORATION NAMES Section deals with the clearance and reservation of corporate names for new business and proposed changes of names by existing **corporations**.

416-963-0510

CCR, COMPANIES SERVICES BR PARTNERSHIPS REGISTRATION Section deals with registration of partnerships, limited partnerships and proprietorships. Registers **corporations** that carry on business in Ontario by a name or style other than its corporate name. Also registers dissolution or withdrawal of these businesses and conducts public searches of documents relating to all the above business ventures.

416-963-0389

CCR, COMPANIES SERVICES BR RECORDS Section deals with searches of **corporations**, files, certificates of corporation status and registration of corporation securities such as corporate mortgages, bonds, debentures (963-0390). Can provide copies of documents (e.g. articles of incorporation, annual returns) of **corporations** in Ontario.

416-963-0373

CCR, COMPANY LAW BR provides legal counselling to the Companies Division and handles inquiries of legal nature from the public about: incorporation of business and non-profit corporations, licences in mortmain, extra-provincial licences, registration of partnerships and sole proprietorships, names and name style registration by **corporations**, and registration of securities registered against the personal property of **corporations**, e.g. corporate bonds, debentures, trust indentures and corporate mortgages. This includes sorting out deficiencies in the applications submitted to the Companies Services Branch.

416-965-1160

REVENUE, CORPORATIONS TAX BR administers the Corporations Tax Act and the Railway Fire Charge Act. The branch deals with corporations tax, i.e., corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital), clearances of liens on sale of real property (when lien has been placed on corporation property in respect of unpaid tax, penalties or interest), consents to revive or surrender charters or to dissolve a corporation voluntarily and special tax on insurance companies based on taxable insurance premiums. Answers questions on corporations tax credits on investment in new issues of Small Business Development **Corporations** (SBDC) equity shares under the new SBDC Act (965-4040). For information on Land Transfer Tax, call 965-1774.

## CORPORATIONS TAX

416-965-1160

REVENUE, CORPORATIONS TAX BR administers the **Corporations Tax Act** and the Railway Fire Charge Act. The branch deals with **corporations tax**, i.e., corporations income

tax (based on taxable income) and capital tax (based on taxable paid-up capital), clearances of liens on sale of real property (when lien has been placed on corporation property in respect of unpaid tax, penalties or interest), consents to revive or surrender charters or to dissolve a corporation voluntarily and special tax on insurance companies based on taxable insurance premiums. Answers questions on **corporations tax** credits on investment in new issues of Small Business Development Corporations (SBDC) equity shares under the new SBDC Act (965-4040). For information on Land Transfer Tax, call 965-1774.

## **CORPSE**

Corpse, see Sol Gen Chief Coroner's office.

## **CORR SERV ACCOUNTS**

416-750-3450

CORR SERV, ACCOUNTS Section is responsible for the ministry's accounting functions. For a description of section activities see the first entry under Accounting.

## **CORR SERV BAILIFF SERVICES**

416-750-3380

CORR SERV, BAILIFF SERVICES BR. Provincial bailiffs are responsible for classifying inmates of provincial correctional institutions, all of whom have reformatory sentences (i.e., sentences of up to two years less one day), recording movement of all sentenced inmates within Ontario and handling transfer of federal inmates from provincial jails to the Canadian Corrections Service.

## **CORR SERV COMMUNITY PROGRAM DEVELOPMENT BR**

416-750-3475

CORR SERV, COMMUNITY PROGRAM DEVELOPMENT BR is responsible for the development of new initiatives in corrections which involve the community. Among these are working with volunteers, community service orders, restitution programs and the development of programming for native offenders. For a description of each program see Corr Serv Community Service Orders, Corr Serv Native Program Development, Corr Serv Restitution Program Development and Corr Serv Volunteer Programs.

## **CORR SERV COMMUNITY RESOURCE CENTRES**

416-750-3400

CORR SERV, COMMUNITY RESOURCE CENTRES house inmates serving sentences in Ontario correctional institutions. The centres are operated by community organizations under contract to the Ministry. An inmate wishing to pursue an employment or education program outside the institution applies for a transfer to the Community Resource Centre where he/she also receives counselling and skills training. Inmates are subject to rules ensuring behaviour in the best interest of the community. Failure to abide by the rules or to make good use of the program results in an inmate's return to the correctional institution.

## **CORR SERV COMMUNITY SERVICE ORDERS**

416-750-3475

CORR SERV, COMMUNITY SERVICE ORDERS, Community Program Development Br. The Community Service Order (CSO) Project assigns non-violent inmates to perform service to the community as a condition of a probation order. The Project does not eliminate opportunities for paid employment because tasks are those normally done by volunteers or in reparation to victims for damage done by offenders. Organizations with projects of tangible

benefit to the community can obtain volunteer help from the CSO Project by writing to the Provincial Coordinator, Community Service Order Project, Min. of Correctional Services, 2001 Eglinton Ave. E., Scarborough, Ont. M1L 4P1. For information on other community programs see Corr Serv Native Program Development, Corr Serv Restitution Program Development and Corr Serv Volunteer Programs.

**CORR SERV EDUCATION SERVICES**

416-750-3445

CORR SERV, EDUCATION SERVICES administers education programs and ensures that they meet the academic and vocational needs of inmates in correctional institutions across the province. Develops curricula and provides teachers with professional supervision.

**CORR SERV FOOD SERVICES**

416-750-3366

CORR SERV, FOOD SERVICES Consultation and Training endeavours to provide inmates in Ontario's correctional institutions with a nutritionally adequate diet and teaches food service job skills to inmates who display aptitude and desire for this type of training. Operational and training programs are conducted in the institutions and coordinated through the ministry main office.

**CORR SERV HUMAN RESOURCES MANAGEMENT BR**

416-750-3335

CORR SERV, HUMAN RESOURCES MANAGEMENT BR performs the personnel functions for the Ministry of Correctional Services. For a description of branch activities, see first entry under Personnel. Also operates summer employment programs for students based on experience and assigned-task projects for three month work periods in correctional institutions and is responsible for Ministry's Women's Advisor function.

**CORR SERV INDUSTRIAL PROGRAMS**

416-750-3417

CORR SERV, INDUSTRIAL PROGRAMS develops and coordinates industrial programs in a number of correctional institutions. The programs, which include manufacturing provincial park picnic tables, institutional furniture, motor vehicle licence plates, and canned fruit and vegetables, are conducted in order to encourage meaningful and productive activities by inmates.

**CORR SERV INFORMATION SERVICES BR**

416-750-3421

CORR SERV, INFORMATION SERVICES BR is the information service for the Ministry of Correctional Services. For a description of activities, see first entry under Information Service.

**CORR SERV INMATE INQUIRY & APPEALS BR**

416-750-3404

CORR SERV, INMATE INQUIRY & APPEALS BR is responsible for the Temporary Absence Program (TAP) which permits carefully selected inmates of correctional institutions to work or to attend educational training while serving a sentence. Permits are conditionally approved on a day-to-day basis or for longer periods as authorized. TAP also allows selected inmates to maintain family and community ties, to attend hospital for diagnosis or treatment, and to attend job or educational interviews. Contact the institution housing the inmate where

such inquiries, representations, applications and reviews are first considered. See Appendix for list of correctional institutions. For general information on the TAP contact the Director, Inmate Inquiry and Appeals Br.

**CORR SERV INSPECTION AND INVESTIGATION BR**

416-750-3327

CORR SERV, INSPECTION AND INVESTIGATION BR regularly inspects provincial correctional institutions housing adult inmates to ensure their safety, security and well being. Investigates complaints originating in the community. Also conducts internal investigations as required by the ministry.

**CORR SERV INSTITUTIONAL PROGRAM SUPPORT SERVICES**

416-750-3366

CORR SERV, INSTITUTIONAL PROGRAM SUPPORT SERVICES provides consultative services to programs in the Ministry's correctional institutions. Consultants in medicine, psychiatric and dental care, psychology, social work and chaplaincy are responsible for planning and supervision of services in these fields. Institutional program support is also given in the areas of resources management, new facilities development, preventive security, classification and allocation of inmates, education, food services, industrial programs, nursing, recreation and library services. The latter six programs are described separately in this index. See Corr Serv Education Services, Corr Serv Food Services, Corr Serv Industrial Programs, Corr Serv Nursing Services, Corr Serv Recreation Services and Corr Serv Library Services. Correctional institutions are listed in the Appendix.

**CORR SERV INSTITUTIONAL STAFF TRAINING BR**

416-750-3491

CORR SERV, INSTITUTIONAL STAFF TRAINING BR is responsible for training of all staff in correctional institutions. This includes Correctional Officer training and management development programs for middle and senior institutional management. Courses are delivered in several locations throughout the province.

**CORR SERV INTERNAL AUDIT BR**

416-750-3372

CORR SERV, INTERNAL AUDIT BR is responsible for the ministry's audit function. For a description of the function, see first entry under Audit.

**CORR SERV LEGAL SERVICES BR**

416-750-3319

CORR SERV, LEGAL SERVICES BR provides legal services for the Ministry of Correctional Services. For a description of branch activities, see first entry under Legal Services.

**CORR SERV LIBRARY SERVICES**

416-750-3481

CORR SERV, LIBRARY SERVICES, provides library services to inmates and staff in all correctional institutions under the Ministry's jurisdiction and to the general public, students, volunteers in corrections, etc. who are involved in study or in the work of the Ministry.

**CORR SERV MANAGEMENT DATA SERVICES**

416-750-3411

CORR SERV, MANAGEMENT DATA SERVICES BR supplies the ministry with financial management, data processing, client information systems, records management and systems development.

**CORR SERV NATIVE PROGRAM DEVELOPMENT**

416-750-3475

CORR SERV, NATIVE PROGRAM DEVELOPMENT, Community Program Development Br. This area is responsible for the development of policies related to the problems of native peoples who are inmates in Ontario correctional institutions and for the coordination and development of community-based and institutional programs directed to the needs of native inmates. Provides liaison with native organizations of Ontario. The Ministry provides scholarships for native students who have been accepted for full-time studies in the social sciences at an Ontario community college or university. Completion of studies will lead to work in the corrections field. Write to the Regional Personnel Administrator, Min. of Correctional Services, 229 Edmund St., Sudbury, Ont. P3E 1M1. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Restitution Program Development and Corr Serv Volunteer Programs.

**CORR SERV NURSING SERVICES**

416-750-3366

CORR SERV, NURSING SERVICES provides nursing service to correctional institutions. Twenty-four hour service is administered in the two largest institutions. The nurses contribute to the institutional health education program by health counselling, health teaching and assessment.

**CORR SERV ONTARIO BOARD OF PAROLE**

416-750-3360

CORR SERV, ONTARIO BOARD OF PAROLE considers for parole inmates serving sentences of less than two years. The Ontario Board of Parole only reviews terms of persons in provincial correctional institutions, not federal institutions.

**CORR SERV PLANNING AND RESEARCH BR**

416-750-3358

CORR SERV, PLANNING AND RESEARCH BR conducts corrections research to develop policy and long-range planning for programs in correctional institutions and the community. Evaluates effectiveness of ministry rehabilitation programs (i.e., those institutional and community programs undertaken through this ministry's Community Program Development and Institutional Program Support Services branches, each described in this Index under Corr Serv, Branch or Program Name). With research advisory committee, reviews all applications from outside investigators to obtain access to inmates, records and staff of correctional institutions. Also reviews requests for grants for corrections research.

**CORR SERV PROBATION & PAROLE BR**

416-750-3440

CORR SERV, PROBATION & PAROLE BR works closely with all courts of criminal jurisdiction in Ontario and the Ontario Board of Parole on probation and parole requirements: providing pre-sentence reports to the Ontario Board of Parole, assisting probationers, providing supervision and assistance to offenders on parole and to former inmates who

need it after release from correctional institutions. Assistance includes counselling and guidance in finding employment, housing, food, clothing, etc. Contact local probation field office. Four Regional Administrators supervise Probation and Parole Field Offices throughout Ontario. All offices are listed in the Appendix.

**CORR SERV RECREATION SERVICES**

416-750-3366

CORR SERV, RECREATION SERVICES provides leisure education programs and a wide variety of recreation activities in Ontario's correctional institutions. Programs are designed to bring inmates into contact with the public in controlled settings both in the institution and the community. In many institutions, recreation facilities such as gymnasias and playing fields are used by the community under certain conditions. Inmates assist in community programs as officials and in other volunteer roles.

**CORR SERV RESTITUTION PROGRAM DEVELOPMENT**

613-824-6080

CORR SERV, RESTITUTION PROGRAM DEVELOPMENT, Community Program Development Br is based in Ottawa. Selected offenders (inmates serving sentences) in Ontario correctional institutions are encouraged to meet with the victims of their crime and with a counsellor to determine how the victim will receive financial restitution for the loss. After suitable employment is found for the offender and he/she is placed in a Community Resource Centre, the offender makes restitution to the victim. Similar programs are encouraged for offenders on probation where the probationer is brought face-to-face with the victim of the crime and restitution is made. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Native Program Development and Corr Serv Volunteer Programs.

**CORR SERV STAFF TRAINING COMMUNITY PROGRAMS**

416-750-3521

CORR SERV, STAFF TRAINING, COMMUNITY PROGRAMS provides training and consultation services to all staff in the Community Programs Division of the Ministry.

**CORR SERV SUPPLY AND SERVICES BR**

416-750-3501

CORR SERV, SUPPLY AND SERVICES BR coordinates purchasing (750-3433), inventory control, accommodation leasing and construction, renovations and maintenance in ministry offices and correctional institutions. For further information on the administrative services function, see first entry under Administrative Services.

**CORR SERV VOLUNTEER PROGRAMS**

416-750-3475

CORR SERV, VOLUNTEER PROGRAMS, Community Program Development Br, coordinates the recruiting, screening, training and supervision of volunteers who are involved in all phases of the Ministry's operation. Volunteers are active in correctional institutions and probation and parole services. Opportunities for volunteer participation exist in all areas of the province. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Native Program Development and Corr Serv Restitution Program Development.

**CORRECTIONAL CENTRES**

Correctional Centres, see Correctional Institutions

**CORRECTIONAL INSTITUTIONS**

Correctional institutions include JAILS and DETENTION CENTRES, ADULT TRAINING CENTRES and CORRECTIONAL CENTRES. Jails & detention centres (modern facilities replacing outdated jails) generally house inmates on remand awaiting trial or sentencing, those being held for immigration hearings or deportation, those serving relatively short or intermittent sentences & those awaiting transfer to federal institutions. Adult Training Centres which emphasize academic & vocational training are minimum security institutions for young offenders aged 16 to 23. Correctional Centres emphasize industrial & trades training and provide minimum or medium security and maximum security for security-risk inmates. Adult inmates sometimes work in forestry camps. The Ont. Correctional Institute (Brampton) and the Guelph Assessment & Training Unit carry out assessment, treatment and research. Correctional institutions are listed in the Appendix.

416-750-3380

CORR SERV, BAILIFF SERVICES BR. Provincial bailiffs are responsible for classifying inmates of provincial **correctional institutions**, all of whom have reformatory sentences (i.e., sentences of up to two years less one day), recording movement of all sentenced inmates within Ontario and handling transfer of federal inmates from provincial jails to the Canadian Corrections Service.

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CORR SERV, INMATE INQUIRY & APPEALS BR is responsible for the Temporary Absence Program (TAP) which permits carefully selected inmates of **correctional institutions** to work or to attend educational training while serving a sentence. Permits are conditionally approved on a day-to-day basis or for longer periods as authorized. TAP also allows selected inmates to maintain family and community ties, to attend hospital for diagnosis or treatment, and to attend job or educational interviews. Contact the institution housing the inmate where such inquiries, representations, applications and reviews are first considered. See Appendix for list of **correctional institutions**. For general information on the TAP contact the Director, Inmate Inquiry and Appeals Br.

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CORR SERV, INSPECTION AND INVESTIGATION BR regularly inspects provincial **correctional institutions** housing adult inmates to ensure their safety, security and well being. Investigates complaints originating in the community. Also conducts internal investigations as required by the ministry.

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CORR SERV, INSTITUTIONAL PROGRAM SUPPORT SERVICES provides consultative services to programs in the Ministry's **correctional institutions**. Consultants in medicine, psychiatric and dental care, psychology, social work and chaplaincy are responsible for planning and supervision of services in these fields. Institutional program support is also given in the areas of resources management, new facilities development, preventive security, classification and allocation of inmates, education, food services, industrial programs, nursing, recreation and library services. The latter six programs are described separately in this index. See Corr Serv Education Services, Corr Serv Food Services, Corr Serv Industrial Programs, Corr Serv Nursing Services, Corr Serv Recreation Services and Corr Serv Library Services. **Correctional institutions** are listed in the Appendix.

416-750-3491

CORR SERV, INSTITUTIONAL STAFF TRAINING BR is responsible for training of all staff in **correctional institutions**. This includes Correctional Officer training and management development programs for middle and senior institutional management. Courses are delivered in several locations throughout the province.

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CORR SERV, LIBRARY SERVICES, provides library services to inmates and staff in all **correctional institutions** under the Ministry's jurisdiction and to the general public, students, volunteers in corrections, etc. who are involved in study or in the work of the Ministry.

416-750-3475

CORR SERV, NATIVE PROGRAM DEVELOPMENT, Community Program Development Br. This area is responsible for the development of policies related to the problems of native peoples who are inmates in Ontario **correctional institutions** and for the coordination and development of community-based and institutional programs directed to the needs of native inmates. Provides liaison with native organizations of Ontario. The

Ministry provides scholarships for native students who have been accepted for full-time studies in the social sciences at an Ontario community college or university. Completion of studies will lead to work in the corrections field. Write to the Regional Personnel Administrator, Min. of Correctional Services, 229 Edmund St., Sudbury, Ont. P3E 1M1. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Restitution Program Development and Corr Serv Volunteer Programs.

416-750-3366

CORR SERV, NURSING SERVICES provides nursing service to **correctional institutions**. Twenty-four hour service is administered in the two largest institutions. The nurses contribute to the institutional health education program by health counselling, health teaching and assessment.

416-750-3360

CORR SERV, ONTARIO BOARD OF PAROLE considers for parole inmates serving sentences of less than two years. The Ontario Board of Parole only reviews terms of persons in provincial **correctional institutions**, not federal institutions.

416-750-3358

CORR SERV, PLANNING AND RESEARCH BR conducts corrections research to develop policy and long-range planning for programs in **correctional institutions** and the community. Evaluates effectiveness of ministry rehabilitation programs (i.e., those institutional and community programs undertaken through this ministry's Community Program Development and Institutional Program Support Services branches, each described in this Index under Corr Serv, Branch or Program Name). With research advisory committee, reviews all applications from outside investigators to obtain access to inmates, records and staff of **correctional institutions**. Also reviews requests for grants for corrections research.

416-750-3440

CORR SERV, PROBATION & PAROLE BR works closely with all courts of criminal jurisdiction in Ontario and the Ontario Board of Parole on probation and parole requirements: providing pre-sentence reports to the Ontario Board of Parole, assisting probationers, providing supervision and assistance to offenders on parole and to former inmates who need it after release from **correctional institutions**. Assistance includes counselling and guidance in finding employment, housing, food, clothing, etc. Contact local probation field office. Four Regional Administrators supervise Probation and Parole Field Offices throughout Ontario. All offices are listed in the Appendix.

416-750-3366

CORR SERV, RECREATION SERVICES provides leisure education programs and a wide variety of recreation activities in Ontario's **correctional institutions**. Programs are designed to bring inmates into contact with the public in controlled settings both in the institution and the community. In many institutions, recreation facilities such as gymnasias and playing fields are used by the community under certain conditions. Inmates assist in community programs as officials and in other volunteer roles.

613-824-6080

CORR SERV, RESTITUTION PROGRAM DEVELOPMENT, Community Program Development Br is based in Ottawa. Selected offenders (inmates serving sentences) in Ontario **correctional institutions** are encouraged to meet with the victims of their crime and with a counsellor to determine how the victim will receive financial restitution for the loss. After suitable employment is found for the offender and he/she is placed in a Community Resource Centre, the offender makes restitution to the victim. Similar programs are

encouraged for offenders on probation where the probationer is brought face-to-face with the victim of the crime and restitution is made. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Native Program Development and Corr Serv Volunteer Programs.

416-750-3501

**CORR SERV, SUPPLY AND SERVICES BR** coordinates purchasing (750-3433), inventory control, accommodation leasing and construction, renovations and maintenance in ministry offices and **correctional institutions**. For further information on the administrative services function, see first entry under Administrative Services.

416-750-3475

**CORR SERV, VOLUNTEER PROGRAMS, Community Program Development Br**, coordinates the recruiting, screening, training and supervision of volunteers who are involved in all phases of the Ministry's operation. Volunteers are active in **correctional institutions** and probation and parole services. Opportunities for volunteer participation exist in all areas of the province. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Native Program Development and Corr Serv Restitution Program Development.

## CORRECTIONAL SERVICES

Correctional Services, Ministry of, see **CORR SERV Branch Name**.

## CORRECTIONS RESEARCH

416-750-3358

**CORR SERV, PLANNING AND RESEARCH BR** conducts **corrections research** to develop policy and long-range planning for programs in correctional institutions and the community. Evaluates effectiveness of ministry rehabilitation programs (i.e., those institutional and community programs undertaken through this ministry's Community Program Development and Institutional Program Support Services branches, each described in this Index under Corr Serv, Branch or Program Name). With research advisory committee, reviews all applications from outside investigators to obtain access to inmates, records and staff of correctional institutions. Also reviews requests for grants for **corrections research**.

## CORRESPONDENCE COURSES

416-965-2657

**EDUC, CORRESPONDENCE EDUCATION BR** provides Ontario residents with a program of elementary school **correspondence courses** (Grades 1-8) and secondary school **correspondence courses** (over a wide range of subjects). The courses are free of charge and available throughout the year. Certificates (diplomas) given to students upon successful completion of courses have the same value as certificates issued for completion of courses in Ontario elementary and secondary schools. For details about courses and eligibility for enrolment telephone 965-2657 or visit or write to Correspondence Education Branch, 909 Yonge Street, Toronto M4W 3G2; or contact Ministry Regional Offices, listed in the Appendix.

## COTTAGE LOTS

Cottage Lots On Crown Land, see Nat Res Lands Administration Br, also see Nat Res Land Use Coordination Br

## COUNSELLING

Counselling, see specific subject, e.g. Business, Credit, Debt. Counselling in the Ontario Public Services (OPS) see Govt Serv Employee Advisory Services and Civ Serv Staff Dev Br Career Counselling.

## COUNTERFEITING

416-965-8117

SOL GEN, OPP, ANTI-RACKETS BR provides assistance to all police forces and government agencies in Ontario on investigations relating to white collar crime, frauds, rackets, schemes, **counterfeiting** and forgery. For general inquiries, contact 965-8117. For inquiries on **counterfeiting** call 965-1883. OPP district headquarters are listed in the Appendix.

## COUNTY

County, see Municipalities

## COURT TRANSCRIPTS

416-965-2824

ATT GEN, SUPREME COURT OF ONTARIO REPORTER'S Office supplies shorthand reporters who provide verbatim reporting services for all trial sittings of the Supreme Court of Ontario throughout the province. Also provides written transcripts of proceedings. With rare exceptions, **court transcripts** are available to anyone, for a fee. The Reporter's Office serves only the Supreme Court of Ontario; lower courts have their own staff.

## COURTS

Courts, see also Supreme Court of Ontario, also Surrogate Court.

416-965-7574

ATT GEN, ASSESSMENT REVIEW **COURTS** hear complaints against realty and business assessment based on real property valuation for municipal tax purposes. For further information on real property assessment, see Revenue Assessment Field Operations Branch listed in this index. Contact Municipal Office locally for questions on property taxation and rates. For assessment complaints, contact Regional Registrar of Assessment Review Court (see Appendix for list of offices).

416-965-7351

ATT GEN, COUNTY AND DISTRICT **COURTS** have jurisdiction in both civil and criminal cases. Jurisdiction in civil cases is determined by nature of action and by amount claimed; in general the limit is \$7,500. Statutes under which the **courts** handle proceedings include: Landlord and Tenant, Change of Name (applications for name changes), Unconscionable Transactions Relief Act (excessive cost of loans) and Mental Incompetency (rights of the mentally incompetent). Persons rarely appear without legal counsel and in many cases either party may require trial by judge and jury. Criminal jurisdiction involves handling of trials, with or without jury, of all indictable offences with the exception of murder, piracy on the high seas and sedition. For inquiries in the Judicial District of York, contact County Court Clerk, 965-7351. Elsewhere, contact appropriate county or district court.

416-965-5184

ATT GEN, **COURTS ADMINISTRATION PROGRAM** manages the Civil and Criminal **courts** in Ontario and is involved with the implementation of French language services in Ontario courts. Ensures provision of adequate administrative services to county, Surrogate Court and Supreme Court of Ontario offices, including direction to sheriffs and bailiffs, court

registrars and clerks (965-1524). Manages small claims **courts** and provides direction to small claims **courts** bailiffs and clerks (965-7945). Manages provincial (criminal and family) court offices (965-0916). Provides courts and office accommodation planning (965-8453). Handles court reporting services (965-2399). Regulates appointments of justices of the peace, notaries public and commissioners of oaths or affidavits (965-2848).

416-484-1411

ATT GEN, NATIVE COURT WORKER PROGRAM, Programs Admin Div, was initiated in 1972 by the Province of Ontario and the Federal government to meet the needs of native peoples who may be at a disadvantage when appearing before the **courts**. The Ontario Federation of Indian Friendship Centres is responsible for operating the program in 20 centres throughout the province.

ATT GEN, PROVINCIAL COURTS, CRIMINAL DIV, presided over by judges appointed by the Ontario government, deal with approximately 90% of all criminal cases under the Criminal Code of Canada, all offences under the Statutes of Ontario and of Canada and all offences arising from infraction of local by-laws of municipalities and their boards. A person accused of an indictable offence which is not in the absolute jurisdiction of a judge of the Provincial Court and not one customarily tried before the High Court of Justice may elect to be tried before a County or District Court Judge sitting either alone or with a jury. Contact local County or District Court.

416-965-7523

ATT GEN, PROVINCIAL COURTS CRIMINAL DIV, METRO Toronto deal with all criminal charges under the federal and provincial statutes and by-laws of the Municipality of Metropolitan Toronto and its boroughs (e.g. traffic violations). Parking tags issued by the Metro Police are payable at the Court offices (965-7534 if paid in person; 965-7515 if paid by mail). Summons Issuance (965-2177) issues summonses for minor criminal and liquor law violations. For inquiries re: payment of fines following conviction and driver's licence suspension for non-payment of fines, call 965-7537. For bail procedures to release a person from custody contact Justice of the Peace of the court's branches or the Bail Office (965-7522). Civil marriages are performed Monday to Friday, appointments to be made in person and in advance (965-7227). Contact Central Court at 60 Queen St. W. (965-7523) or area **courts**: Metro North (663-5440), Metro East (757-3686), Metro West (252-7891). There are four Traffic Tribunals: North York (226-5440), York (248-3705), Metro East (757-3686) and Metro West (252-7891).

416-963-0667

ATT GEN, PROVINCIAL COURTS FAMILY DIV deal with Domestic Law (support orders for men, women & children); Child Welfare Law (child welfare, adoption & protection for neglected children); & Juvenile Law (Juveniles, between 7 and 16 yrs); assaults between members of a family. For Chief Judge's office phone 965-3214. There is a court in each county, region or municipality. In the Judicial District of York the **courts** are: 311 Jarvis St., 963-0667; Scarborough, 755-9209; Etobicoke, 236-2553; North York, 226-5031 and Newmarket, 895-8661. Child welfare cases are commenced by the local Children's Aid Societies. The police usually lay juvenile delinquency charges but any person aggrieved criminally (e.g. property damage, trespass, assault) by juveniles may prefer a private complaint.

416-965-5591

ATT GEN, REFEREE OF THE SMALL CLAIMS COURTS of the Judicial District of York assists people with counselling on debt problems, particularly with summonses and garnishments before and after judgment. Public must telephone for appointment and bring

complete information regarding income, expenses, debts and creditors. The Small Claims Court Referee's mailing address is: 425 University Ave., Rm. 201, Toronto M5G 1T6.

416-965-7491

**ATT GEN, SHERIFF'S OFFICE.** Sheriffs in judicial districts carry out the orders of all the **courts** of Ontario. Register Writs of Execution (Fieri Facias) and serve documents on behalf of members of the judiciary (e.g. appointments to jury duty), legal profession and the public. Sheriffs also call the court to order and announce the judge at the beginning of a session. Contact local Sheriff. In the Judicial District of York the Sheriff's office is located at 361 University Ave., Room 111, 965-7491.

**ATT GEN, SMALL CLAIMS COURTS** provide a convenient and inexpensive way of settling disputes over goods and services and collecting an outstanding debt involving claims of up to \$1,000. Procedures are informal; lawyers are not required although their services may be used. Court staff can assist in entering or defending a claim. There are 126 small claims **courts** in Ontario; for location or phone numbers call Courts Administration Program, 965-7945 or consult listings in local telephone directory under Government of Ontario.

416-750-3440

**CORR SERV, PROBATION & PAROLE BR** works closely with all **courts** of criminal jurisdiction in Ontario and the Ontario Board of Parole on probation and parole requirements: providing pre-sentence reports to the Ontario Board of Parole, assisting probationers, providing supervision and assistance to offenders on parole and to former inmates who need it after release from correctional institutions. Assistance includes counselling and guidance in finding employment, housing, food, clothing, etc. Contact local probation field office. Four Regional Administrators supervise Probation and Parole Field Offices throughout Ontario. All offices are listed in the Appendix.

## CRAFTS

Crafts, see also Arts

416-965-6763

**CULT & REC, RESOURCE CENTRE** and Library under the Communications Br maintains an up-to-date collection of books, pamphlets, films, video-tapes and teaching materials which are made available to all Ministry staff and any community organization involved in cultural or recreational programs. These materials cover various subjects such as community development, multiculturalism, informal education, language training, recreation, leisure, retirement planning, human relations, prejudice, theatre, arts and **crafts**, native peoples, disabilities, librarianship, volunteerism. Staff can assist in searching materials. Contact Resource Centre in Toronto; other areas contact field offices listed in the Appendix.

## CRANE OPERATORS

Crane Operators, see CCR Pressure Vessels Safety Br.

## CREDIT

416-965-7661

**AG & FOOD, RURAL DEVELOPMENT BR** administers federal-provincial programs for farm and rural development including the Agricultural and Rural Development Agreement (ARDA) and General Development Agreement (GDA) subsidiaries. Manages programs which make available to farmers guaranteed bank loans, and the Industrial Milk Production Incentive, Labrusca Grape Conversion, Greenhouse Growers Storm Damage Assistance and Ontario Young Farmers **Credit** programs. Administers the Ontario Junior Farmer

Establishment Loan Corporation. Contact Ministry's county or district office listed in the Appendix.

416-963-0366

CCR, BAILIFFS, COLLECTION AGENCIES, MORTGAGE BROKERS, CONSUMER REPORTING, PAPERBACK & PERIODICAL DEALERS ACTS. The Registrar of these Acts ensures the protection of Ontario consumers through control and supervision of private bailiffs, collection agencies, consumer reporting agencies (**credit** and personal information investigation), mortgage brokers and dealers of paperbacks and periodicals. While this office recommends appointments under the Bailiffs Act, it is the ministry's Central Registration Section that accepts registration of businesses under the other Acts (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File: 963-0441). Consumer complaints relating to all these Acts are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

416-963-0441

CCR, CENTRAL REGISTRATION SECTION under the Consumer Advisory Services Br provides actual registration functions and maintains central registry of any business registered under the following Acts: Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (**credit** reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers, Mortgage Brokers, Travel Industry and Paperback & Periodical Dealers (wholesalers of paperbacks & periodicals). Answers inquiries from government agencies and the public as to whether a business is registered under these Acts (963-0441). For new applications call 963-0446, renewals 963-0444, revisions 963-0448.

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer **credit** reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and deceptive or unfair business practices. Nine Bureaux across Ontario handle complaints under these Acts: Bailiffs (private bailiffs), Business Practices, Collection Agencies, Consumer Protection (e.g., finance charges on **credit** purchases and loans), Consumer Protection Bureau, Consumer Reporting (**credit** reporting and personal investigation agencies), Mortgage Brokers, Motor Vehicle Dealers, Paperback & Periodical Distributors (wholesalers of paperbacks and periodicals), Real Estate and Business Brokers, and Travel Industry (travel agents & wholesalers). The Business Practices Act specifies some practices considered to be deceptive, unfair or unconscionable and provides the consumer with redress procedures. See list of Bureaux in the Appendix.

416-965-2376

COMM SOC, ADULT SERV DIV, SOCIAL SERVICES. The Divisional Group develops standards, guidelines and policy, and implements three programs: Vocational Rehabilitation, Senior Citizens & Mental Retardation Community Programs. Each program is described under Comm Soc Adult Services Div Program Name. Social Services staff provide advice & operating subsidies to debt & **credit** counselling services; act as consultants to municipalities & social agencies on counselling services; coordinate provision of Homemakers & Nursing services from private agencies to those in need in municipality; assist municipalities in consolidating social services. Group ensures development & funding of municipal Work Activity Projects which assist individuals to be self-sufficient. Social services programs are delivered through regional, area & local offices (listed in the Appendix). In Metro Toronto call the Area Office, 965-9943 or the Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-965-2914

TREAS ECON, FINANCE MANAGEMENT BR provides management and direction of the Province's requirements in the areas of cash management, debt management, finance structure and policy. Specifically, the Branch controls and manages the government's cash flows to ensure that obligations are met without default and that surplus funds are invested; issues and retires Province of Ontario debt securities (debentures) and treasury bills. Provides direction to government debt management requirements and coordinates overall debt policy regarding public and non-public financing of the Province, Ontario Hydro and all boards, commissions and agencies utilizing provincial guarantee. Provides research, policy recommendations and policy implementation in public finance to ensure sound strategy and to preserve Ontario's **credit** worthiness.

## CREDIT UNIONS

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of **credit unions** from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-963-0515

CCR, CREDIT UNIONS & COOPERATIVES SERVICES BR administers the legislation affecting **credit unions** and cooperatives. Supervises **credit unions**, caisses populaires and cooperatives, including their incorporation, management, audit and dissolution. Gives advice and information to **credit unions**, caisses populaires and cooperatives. Handles inquiries and complaints concerning them.

416-963-0471

CCR, FINANCIAL INSTITUTIONS DIV issues licences to and regulates insurance companies, investment contract companies, prepaid hospital and medical associations, mutual benefit and fraternal societies. Also issues licences to and regulates loan companies

and trust companies (963-0477). Answers inquiries on insurance plans and premiums and advises policyholders involved in claims disputes (963-0471), and on deposits and mortgages with loan and trust companies (963-0477). Issues licences to insurance agents, brokers, salesmen, adjusters and investigates related complaints (963-0481). Deposits in **credit unions** and caisses populaires are insured with the Ontario Share & Deposit Insurance Corporation (OSDIC) (759-9778).

## CREMATION

416-965-6678

**SOL GEN, CHIEF CORONER'S OFFICE.** Coroners investigate sudden and unexpected deaths; inform the public re prevention of similar deaths; order autopsies for medical legal reasons; conduct inquests; sign certificates for **cremation** and for shipment of bodies out of Ontario; complete medical certificates of death in coroners' cases. The Office administers the Human Tissue Gift Act (re: donation of bodies or parts of bodies for therapeutic purposes, medical education or scientific research). Adults may give consent by signing donor section of driver's licence or donor card available from Coroner's Office, orally during last illness in presence of at least two witnesses, or in writing. The Office inspects Schools of Anatomy in Ontario and supplies them with donated or unclaimed bodies. Contact Chief Coroner's Office, 965-6678, 26 Grenville St., Toronto or regional coroners listed in the Appendix.

## CREMATORIUM

Crematorium, see Cemeteries

## CRIME PREVENTION

Crime Prevention Programs, see Sol Gen OPP Community Services Br

## CRIMINAL

Criminal, see also Inmates

416-965-7351

**ATT GEN, COUNTY AND DISTRICT COURTS** have jurisdiction in both civil and **criminal** cases. Jurisdiction in civil cases is determined by nature of action and by amount claimed; in general the limit is \$7,500. Statutes under which the courts handle proceedings include: Landlord and Tenant, Change of Name (applications for name changes), Unconscionable Transactions Relief Act (excessive cost of loans) and Mental Incompetency (rights of the mentally incompetent). Persons rarely appear without legal counsel and in many cases either party may require trial by judge and jury. **Criminal** jurisdiction involves handling of trials, with or without jury, of all indictable offences with the exception of murder, piracy on the high seas and sedition. For inquiries in the Judicial District of York, contact County Court Clerk, 965-7351. Elsewhere, contact appropriate county or district court.

416-965-5879

**ATT GEN, CROWN ATTORNEYS** System supervises Crown Attorneys in 47 districts and counties throughout Ontario. Provides consultation with Crown Attorneys with respect to particular **criminal** matters. Responsible for hiring Crown staff. Consults with other ministries on administrative matters, e.g. Crown Attorneys' office accommodation.

416-965-0650

**ATT GEN, CROWN LAW OFFICE, CRIMINAL LAW** is responsible for the preparation and argument of all **criminal** appeals in indictable offences in the province, whether the Crown is the Respondent or the Appellant. Conducts special prosecutions. The branch deals with the judiciary, Crown attorneys, the police and the public.

416-535-8501

ATT GEN, METRO TORONTO FORENSIC SERVICE (METFORS) performs psychiatric assessments of persons who have been arrested due to **criminal** offences and are suspected of being mentally ill. Examinations are ordered by the Court and conducted prior to bail. Also assesses and treats those persons who have demonstrated signs of mental illness while in jail awaiting trial. METFORS is funded by the Ministry of the Attorney General, staffed by professionals in the field and run by a board of representatives from the Clarke Institute and the Ministries of the Attorney General, Health and Correctional Services. Located at 999 Queen St. W. it serves only courts within Metro Toronto.

ATT GEN, PROVINCIAL COURTS, CRIMINAL DIV, presided over by judges appointed by the Ontario government, deal with approximately 90% of all **criminal** cases under the Criminal Code of Canada, all offences under the Statutes of Ontario and of Canada and all offences arising from infraction of local by-laws of municipalities and their boards. A person accused of an indictable offence which is not in the absolute jurisdiction of a judge of the Provincial Court and not one customarily tried before the High Court of Justice may elect to be tried before a County or District Court Judge sitting either alone or with a jury. Contact local County or District Court.

416-965-7523

ATT GEN, PROVINCIAL COURTS CRIMINAL DIV, METRO Toronto deal with all **criminal** charges under the federal and provincial statutes and by-laws of the Municipality of Metropolitan Toronto and its boroughs (e.g. traffic violations). Parking tags issued by the Metro Police are payable at the Court offices (965-7534 if paid in person; 965-7515 if paid by mail). Summons Issuance (965-2177) issues summonses for minor **criminal** and liquor law violations. For inquiries re: payment of fines following conviction and driver's licence suspension for non-payment of fines, call 965-7537. For bail procedures to release a person from custody contact Justice of the Peace of the court's branches or the Bail Office (965-7522). Civil marriages are performed Monday to Friday, appointments to be made in person and in advance (965-7227). Contact Central Court at 60 Queen St. W. (965-7523) or area courts: Metro North (663-5440), Metro East (757-3686), Metro West (252-7891). There are four Traffic Tribunals: North York (226-5440), York (248-3705), Metro East (757-3686) and Metro West (252-7891).

## CRIMINAL ACTIVITIES

Criminal Activities, see also Organized Crime, Criminal

416-965-4456

SOL GEN, OPP, CENTRAL RECORDS & COMMUNICATIONS BR maintains a central police records centre, the Ontario Provincial Police (OPP) teletype network, and Canadian Police Information Centre (CPIC) computer terminals at OPP installations. The branch provides management information; also disseminates information to law enforcement agencies on **criminal activities**, suspended Ontario drivers, and vehicles registration. OPP district headquarters are listed in the Appendix.

416-965-8105

SOL GEN, OPP, CRIMINAL INVESTIGATION BR provides assistance to all police forces in Ontario and to other Ontario Government Agencies in the investigation of serious **criminal activities**. OPP district headquarters are listed in the Appendix.

## CRIMINAL CODE

416-965-7338

ATT GEN, CROWN ATTORNEYS' OFFICE, Judicial District of York prosecutes all **Criminal Code** of Canada offences occurring within this Judicial District. Crown Attorneys inform police, lawyers and the public on general matters related to such offences. Members attend coroners' inquests as agents for the Solicitor General. The office supervises prosecutions of Highway Traffic Act offences in Provincial Courts within the Judicial District. Office activities include keeping of County Court Clerk's records, issuance of court papers and subpoenae, preparation of probation orders, collection of fines and restitution, holding bail monies for disposition, issuance of bailiff's licence and investigating complaints against bailiffs. Inquiries on these matters outside the Judicial District of York should be referred to the Crown Attorney for the appropriate county or judicial district.

ATT GEN, PROVINCIAL COURTS, CRIMINAL DIV, presided over by judges appointed by the Ontario government, deal with approximately 90% of all criminal cases under the **Criminal Code** of Canada, all offences under the Statutes of Ontario and of Canada and all offences arising from infraction of local by-laws of municipalities and their boards. A person accused of an indictable offence which is not in the absolute jurisdiction of a judge of the Provincial Court and not one customarily tried before the High Court of Justice may elect to be tried before a County or District Court Judge sitting either alone or with a jury. Contact local County or District Court.

## CRIMINAL INJURIES COMPENSATION BOARD

416-965-4755

ATT GEN, **CRIMINAL INJURIES COMPENSATION BOARD** provides compensation to eligible applicants when a person in Ontario is injured or killed as the result of an unprovoked crime of violence.

## CRIMINAL INTELLIGENCE

416-965-6071

SOL GEN, ONTARIO POLICE COMMISSION ensures adequate Ontario policing by organizing, training and encouraging use of modern technology and cooperation among police in all municipalities for efficient law enforcement. Advises on organization of police in regional governments. Coordinates police communications and info systems (CPIC - Canadian Police Information Centre). Analyzes and disseminates **criminal intelligence** information (CISO - Criminal Intelligence Service, Ont.) (965-8910). Ontario Police Commission trains all levels of police personnel at Ontario Police College, Aylmer, Ontario (519-773-5361).

## CROP COMPETITIONS

416-965-1091

AG & FOOD, AGRICULTURAL & HORTICULTURAL SOCIETIES BR gives grants to agricultural societies in Ontario for exhibitions, fairs, **crop competitions**, improvements to buildings and grounds, commercial and educational displays. Also gives grants to horticultural societies and plowmen's associations. Horticultural societies hold exhibitions and competitions (i.e., flowers, plants and vegetables); conduct courses on gardening. The Ontario Plowmen's Association which sponsors the International Plowing Match and Farm Machinery Show has its headquarters at this branch.

## CROP INSURANCE

Crop Insurance, see also Farm Income Stabilization.

416-965-1811

AG & FOOD, ONTARIO CROP INSURANCE COMMISSION makes available to farmers a **crop insurance** plan to insure about 30 commercially grown crops against natural disaster.

## CROPS

AG & FOOD, AGRICULTURAL RESEARCH INSTITUTE of ONTARIO inquires into research programs on agriculture, veterinary medicine and household science. Stimulates interest in agricultural research as a means of developing efficiency in the production and marketing of farm products in Ontario. Research projects include studies on livestock, poultry, field **crops**, horticultural plants, soils, food and nutrition, economics and marketing. Four research stations near Guelph, Ontario are administered by the University of Guelph (519-824-4120). The University also provides laboratory services. In Toronto contact 965-6695.

416-965-1241

AG & FOOD, EXTENSION BR operates the Ontario farm management program to encourage farmers to use modern techniques to manage their livestock, soils, **crops**, machinery and finances. Administers the Farm Productivity Incentive Program which provides financial assistance to farmers for certain capital improvements and soil management projects on their farms. Local agricultural representatives (AG REPS) provide individual counselling, in-depth courses, commentaries over various media, displays and tours. Also act as resource for the Four-H (4-H) and Junior Farmer programs which provide agricultural and leadership training as well as social benefits for youth in rural areas. The branch is headquarters for the Junior Farmers' Association of Ontario. Contact AG REPS in county or district offices listed in the Appendix.

416-965-1811

AG & FOOD, FARM INCOME STABILIZATION plans are available for these **crops**: white beans, soybeans, winter wheat and corn, to guarantee participating producers a price equal to 95 per cent of the market price over the previous five years, adjusted for cash costs. Contact ministry county and district offices listed in the Appendix.

416-965-1058

AG & FOOD, FARM PRODUCTS QUALITY BR, FRUIT & VEGETABLES SECTION regulates the inspection and grading of twenty-five farm products plus flue-cured and burley tobacco, honey, maple syrup, Christmas trees, tomato seedlings. Offers technical advice to growers and producers and informs the public on all aspects of food (fruit, vegetables, honey) production, packaging and marketing. Provides the ministry's Information Branch with data on conditions of seasonal **crops**. Issues licences: to operators of controlled-atmosphere storages and to packers of apples from such storages, to dealers of fruit and vegetables, and to nurseries. Controls disease in nurseries & controls neglected orchards to prevent spread of disease and insect infestation. Administers the Bees Act which requires registration of apiaries (where bees are kept for honey production). To register contact Provincial Apiarist, Dep't. of Environmental Biology, Univ. of Guelph, 519-824-4120 Ext. 2477. See also Appendix for ministry's county or district offices.

416-562-4141

AG & FOOD, HORTICULTURAL RESEARCH INSTITUTE OF ONTARIO in Vineland conducts horticultural research (including studies on soils and **crops**) to increase production and develop new varieties of farm products (e.g. fruit & vegetables including mushrooms) and wine. The Institute also coordinates all horticultural research and service programs supported by the ministry. Serves farmers, growers of ornamental plants, food processors and wine

makers. Research is conducted at four units located at Simcoe, Holland Marsh and two at Vineland. The Institute provides propagating material (cuttings, etc.) to growers and nurseries.

416-965-1811

AG & FOOD, ONTARIO CROP INSURANCE COMMISSION makes available to farmers a crop insurance plan to insure about 30 commercially grown **crops** against natural disaster.

416-965-1081

AG & FOOD, SOILS AND CROPS BR provides information at local offices throughout the province on the commercial production of field and horticultural **crops** (e.g. greenhouse vegetables and ornamental plants, mushrooms). Information is available to commercial growers on restrictions in use of pesticides. Responsible for administration of the Weed Control Act through municipally-appointed inspectors. Complaints should be directed to the municipality. Inquiries on non-commercial (e.g. household and urban) growing should be referred to the Agricultural & Horticultural Societies Br at 965-1091. Contact Ministry's county or district office listed in the Appendix.

## CROWN ATTORNEYS

416-965-5879

ATT GEN, CROWN ATTORNEYS System supervises **Crown Attorneys** in 47 districts and counties throughout Ontario. Provides consultation with **Crown Attorneys** with respect to particular criminal matters. Responsible for hiring Crown staff. Consults with other ministries on administrative matters, e.g. Crown Attorneys' office accommodation.

416-965-7338

ATT GEN, CROWN ATTORNEYS' OFFICE, Judicial District of York prosecutes all Criminal Code of Canada offences occurring within this Judicial District. **Crown Attorneys** inform police, lawyers and the public on general matters related to such offences. Members attend coroners' inquests as agents for the Solicitor General. The office supervises prosecutions of Highway Traffic Act offences in Provincial Courts within the Judicial District. Office activities include keeping of County Court Clerk's records, issuance of court papers and subpoenae, preparation of probation orders, collection of fines and restitution, holding bail monies for disposition, issuance of bailiff's licence and investigating complaints against bailiffs. Inquiries on these matters outside the Judicial District of York should be referred to the Crown Attorney for the appropriate county or judicial district.

## CROWN EMPLOYEES GRIEVANCE SETTLEMENT

Crown Employees Grievance Settlement, see Civ Serv Public Service Appeal Boards.

## CROWN LAND

Crown Land, see also Land, also Land Patents

416-965-2761

NAT RES, FINANCIAL SERVICES BR, besides the financial management and accounting functions as outlined in the first entry under Accounting, is responsible for appropriations control, development of accounting and costing systems, financial and cost analyses, pre-audit controls and procedures. Prepares claims under federal-provincial agreements; controls collateral securities and collects records and reports on revenue from timber operations, sales and leases of **Crown land**, mining operations, provincial parks operations, fish and wildlife **licences** and sundry other cash receipts. For fish and wildlife (hunting) licences sale, see

Nat Res Administrative Services Br or contact ministry regional or district offices (listed in the Appendix).

416-965-2899

NAT RES, LAND USE COORDINATION BR establishes methods and procedures to coordinate planning for the use of **Crown land** particularly to increase the number of cottage lots provided on **Crown land** in Northern Ontario. Participates in land use planning done by other ministries. Prepares lake plans and conducts studies to determine the suitability of small Crown lakes and rivers for recreation activities, particularly cottaging. Coordinates the preparation of environmental assessments for the Ministry subject to the Environmental Assessment Act, 1975 (965-5344). Coordinates the input to and review of plans of municipalities and other agencies relative to this ministry's plans and programs.

416-965-1316

NAT RES, LANDS ADMINISTRATION BR, Acquisition Section (965-2738) acquires land for ministry needs. Public Lands Section (965-2741) is responsible for the disposition and management of **Crown land** including cottage lots and water lots; also answers general inquiries. Mining Lands Section (965-1323), is responsible for issuing licences to prospectors, registration and disposition of Crown mining lands; licensing of sand and gravel removals from **Crown land** (965-6918). Titles Section (965-1319) issues Crown leases, land patents (Crown patents), licence of occupation. Can give information (from the Domesday Book) on land that was formerly **Crown land**. Maintains acreage tax rolls; carries out forfeiture process for patented mining lands.

416-965-6225

NAT RES, SURVEYS & MAPPING BR provides topographical and cadastral descriptions of the land base. Branch Director is Surveyor General (965-6225). Cartography Section (965-4743) produces planimetric, geological and other thematic maps illustrating ministry field surveys. Drafting Services Section (965-7108) provides drafting, mapping and graphics support to the ministry. Maps are distributed by the Map Unit, Administrative Services Br (965-6511). Geographical Referencing Section (965-4538) carries out technical studies in automated cartography and associated digital information systems. Operates and maintains provincial control survey data bank, sets standards for control surveys and establishes base lines for instrument calibration. Cadastral Surveys Section (965-2714) installs and maintains control surveys. Has data from ministry and private surveyors on resurveys of township boundaries and **Crown land** surveys prior to their disposition under statute. See also other sections of this branch described individually.

## CROWN PATENTS

Crown Patents, see Land Patents

## CULT & REC ADMINISTRATIVE SERVICES BR

416-965-7486

CULT & REC, ADMINISTRATIVE SERVICES BR provides office and other central administrative services for the Ministry and its agencies. For a description of this function, see first entry under Administrative Services. The branch is also responsible for the Ministry Resource Centre & Library. See Cult & Rec Resource Centre for a description of its functions.

**CULT & REC ARCHIVES OF ONTARIO**

416-965-4030

CULT & REC, ARCHIVES OF ONTARIO acquires significant unpublished documents to preserve Ontario's historical heritage and to retain information of long-term operational value to government ministries. Obtains from Ontario government agencies through statutory control, important non-current records, and from other sources through donation or purchase, any important historical manuscripts, maps, pictures, photographs, early newspapers. Maintains a conservation laboratory for document restoration of archives' holdings. Operates a library (965-4039) and public reading room for those doing historical, administrative, legal or other research. Welcomes information on the location of historical material. Also advises and assists ministries and agencies on economic and efficient records management, forms control, microrecording, correspondence, reports. Coordinates Records Management training courses (965-2187).

**CULT & REC ART GALLERY OF ONTARIO**

416-361-0414

CULT & REC, ART GALLERY OF ONTARIO cultivates and advances the cause of visual arts in Ontario with programs, lectures and films on the origin, development, appreciation and techniques of the visual arts. Exhibits works of art from its permanent collection and invitational and loan exhibitions in the art gallery and The Grange, a restored historic Toronto house. Circulates exhibitions to Ontario communities. Offers an art rental service, art book shop, audio-visual library, art reference library, art classes, tours and speakers bureau.

**CULT & REC ARTS SERVICES BR**

416-965-6256

CULT & REC, ARTS SERVICES BR develops policies and programs to encourage excellence in the arts and wider participation in arts activities. Provides operating grants to provincial cultural institutions and agencies, provincial arts service organizations, certain arts training institutions, and to public art galleries as described under Cult & Rec Public Art Galleries Grants. Administers the Wintario Non-Capital Arts Program. Provides grants for cultural exchange programs between Ontario and other provinces and countries as described under Cult & Rec Cultural Exchange Program. Coordinates the Outreach Ontario and Festival Ontario programs also listed individually in this Index. Contact main office or field offices listed in the Appendix.

**CULT & REC CAPITAL SUPPORT UNIT**

416-965-5399

CULT & REC, CAPITAL SUPPORT UNIT coordinates capital support programs of the ministry. These include capital grants (965-8433) for community recreation centres, sports facilities, arts facilities such as theatres and art galleries, exhibition spaces, museums, heritage conservation projects, facilities for libraries and multicultural centres. Planning & Technical Services Section (965-3034) is responsible for policy development, priority setting and program planning and evaluation of the Ministry's capital grants programs. It also provides Capital Support Unit, Ministry field offices and clients (municipalities, community groups) with planning and technical advice and information on the development of cultural and recreational facilities. Contact Field Offices listed in the Appendix.

**CULT & REC CITIZENS' INQUIRY BUREAU**

416-965-3535

CULT & REC, CITIZENS' INQUIRY BUREAU is an information service which refers the inquirer to the appropriate source of Ontario Government information or coordinates information and services for those unable to do so themselves. Serves the public both directly and by assisting other Ontario Government offices including the Queen's Park switchboard, Members of Provincial Parliament, Community Information Centres, libraries, community and private organizations, and those referred from these sources. Responds to general inquiries on Ontario and the organization and services of its government; produces publications such as the 'KWIC Index to the Government of Ontario', 'Ontario - Some Interesting Facts and Figures' and a pamphlet, 'Your Ontario Government.' The Bureau is part of the Citizens' Inquiry Branch. For other functions of the Branch see also Cult & Rec Community Information Services.

**CULT & REC CJRT-FM**

416-595-5281

CULT & REC, CJRT-FM provides educational opportunities for the citizens of Ontario by offering university level credit courses as well as programming designed to provide a better understanding and appreciation of such fields of interest as the arts, music and literature. All program content including the open sector programming is presented in a non-commercial format.

**CULT & REC COMMUNICATIONS BR**

416-965-0615

CULT & REC, COMMUNICATIONS BR provides information service for the Ministry of Culture & Recreation. See first entry under Information Service for a description of its functions. See also Cult & Rec Media Production Unit, Cult & Rec Resource Centre and Cult & Rec Wintario Grants Information Office which are part of the Communications Br.

**CULT & REC COMMUNITY INFORMATION SERVICES**

416-965-3314

CULT & REC, COMMUNITY INFORMATION SERVICES Program provides grants to fund eligible individual community information centres; prepares publications and advises them on matters such as information management, policy, staffing and volunteer training. Contact field offices listed in the Appendix. The Community Information Services Program is part of the Citizen's Inquiry Branch. See also Cult & Rec Citizen's Inquiry Bureau for other functions of this Branch.

**CULT & REC CONSERVATION REVIEW BOARD**

416-965-1432

CULT & REC, CONSERVATION REVIEW BOARD holds hearings at request of municipality if owners object to municipal designation of property for historical or architectural conservation. The Board reports its opinion to the municipal council. Hearings are also held where Minister proposes to refuse issuance of archaeological licence or designates archaeological or historic sites.

**CULT & REC COUNCIL ON FRANCO-ONTARIAN AFFAIRS**

416-965-0598

CULT & REC, COUNCIL ON FRANCO-ONTARIAN AFFAIRS is an advisory body which makes recommendations to the Minister of Education and the Minister of Culture &

Recreation on any matter which is within the responsibility of their ministries and affects Franco-Ontarians; or on any matter which one or both ministers may refer to the Council for consideration. Advisory services of the Council are also available to other ministries. The Council maintains close liaison with the Franco-Ontarian community in order to be well informed of the needs and aspirations of Franco-Ontarians for Government services offered in French.

**CULT & REC CULTURAL EXCHANGE PROGRAM**

416-965-6509

CULT & REC, CULTURAL EXCHANGE PROGRAM, part of Arts Services Branch, provides information and/or grants to community associations, individual artists and arts groups involved in interprovincial or international cultural exchanges. A variety of cultural exchanges between Ontario and Quebec are assisted under the auspices of the Ontario-Quebec Permanent Commission.

**CULT & REC CULTURAL INDUSTRIES BR**

416-965-7690

CULT & REC, CULTURAL INDUSTRIES BR provides liaison with various levels of government and the film industry, recording industry, book publishing and periodicals industries. Does not give grants; emphasizes policy development. Accepts applications from established book publishers for guaranteed loans and interest subsidies. Manages Ontario Half Back program which allows non-winning Wintario tickets to be used for discounts on purchase of Canadian records or on admission to Canadian films (May to September, 1979). The Half Back program on the purchase of Canadian books or magazine subscriptions was in operation from January 19 to April 12, 1978.

**CULT & REC FESTIVAL ONTARIO**

416-965-6509

CULT & REC, FESTIVAL ONTARIO, under the Arts Services Branch coordinates exhibits from major cultural and arts institutions (e.g.: Art Gallery of Ontario, Royal Ontario Museum, Ontario Science Centre, Ontario Educational Communications Authority, Ontario Arts Council, Archives of Ontario, Ontario Film Theatre, Royal Botanical Gardens, McMichael Canadian Collection, etc.) and makes these available free of charge to communities to augment festivals or special events. Festival Ontario does not organize festivals but assists at the request of communities. Contact main office or regional offices listed in the Appendix.

**CULT & REC FIELD SERVICES**

416-965-0617

CULT & REC, FIELD SERVICES. Through six regional and 12 district offices in Ontario, Field Services assists municipalities and organizations to obtain Ministry resources at the local level. By providing consultative services and other resources available from the Ministry, the Field Services staff aids in the development of recreational, cultural and citizenship programs. The consulting service is provided to a whole range of community and regional clients such as municipal councils, municipal recreation committees and departments, private agencies, historical societies, citizenship groups, community organizations, regional councils, (e.g. arts and sports) etc. See listing of offices in the Appendix.

**CULT & REC FINANCE BR**

416-965-4832

CULT & REC, FINANCE BR provides the ministry with financial management and accounting services including payment of grants. For further description of functions, see first entry under Accounting. In addition the branch establishes ministry accounting and financial policy and handles pre-audit of financial transactions.

**CULT & REC FITNESS UNIT**

416-965-6312

CULT & REC, FITNESS UNIT, Recreational Services Section of the Sport, Fitness & Recreation Services Br promotes a more active lifestyle which will improve the personal fitness levels of the citizens of Ontario. Programs are designed to motivate people to exercise, educate them concerning physical activity, provide greater opportunity to be active and to coordinate the various agencies involved in fitness. The Unit operates a promotional campaign through the media and publications, fitness awards programs (Fit Five and Family Fit Together), an employee fitness consultation service, a mobile fitness testing service (Fit Test), fitness leadership training, and supports community coordination and motivation initiatives.

**CULT & REC HERITAGE ADMIN BR ARCHITECTURAL**

416-965-4021

CULT & REC, HERITAGE ADMIN BR, ARCHITECTURAL Conservation Section provides technical support to the Ontario Heritage Foundation for its grants or loans programs which encourage architectural conservation or preservation of buildings of historical and/or architectural significance. Helpful advice on preservation is offered to organizations and individuals, including assistance with the establishment of Local Architectural Conservation Advisory Committees (LACAC) and programs. See also Cult & Rec: Heritage Admin Br Museums and Heritage Admin Br Historical for other activities of the branch.

**CULT & REC HERITAGE ADMIN BR HISTORICAL**

416-965-4021

CULT & REC, HERITAGE ADMIN BR, HISTORICAL Conservation and Promotion Section provides technical support for the Ontario Heritage Foundation in preserving heritage buildings and in erecting commemorative plaques to subjects of province-wide importance. Provides grants to help fund the operations of local heritage groups and gives them technical advice. Also gives municipalities and community groups grants to assist in the erection of local plaques. Administers the Ontario Heritage Foundation grants program aiding projects of a historical nature (e.g. publication of local histories). See also Cult & Rec: Heritage Admin Br Museums and Heritage Admin Br Architectural for other activities of this branch.

**CULT & REC HERITAGE ADMIN BR MUSEUMS**

416-965-4021

CULT & REC, HERITAGE ADMIN BR, MUSEUMS Assistance Program provides technical advice and financial help to museums owned and maintained by municipalities, Indian Band Councils and conservation authorities and to other non-profit museums. Museums in Northern Ontario can contact branch office located at 390 Bay St., Sault Ste. Marie (705-253-3244). See also Cult & Rec: Heritage Admin Br Architectural and Heritage Admin Br Historical for other activities of the branch.

**CULT & REC HERITAGE TRUST BR**

416-965-5727

CULT & REC, HERITAGE TRUST BR develops the arrangements and agreements leading to the donation to or purchase by the Ontario Heritage Foundation of buildings of historical or architectural value, parkland of scenic, recreational or archaeological interest, conservation easements on such property, items of archaeological importance and works of art. Following acquisition, arrangements are made for architectural conservation or restoration where necessary, as well as for custody, use or display.

**CULT & REC HISTORICAL PLANNING AND RESEARCH BR**

416-965-4490

CULT & REC, HISTORICAL PLANNING AND RESEARCH BR provides research and information on built (i.e., man-made) heritage (historical) and archaeological resources to assist in the planning and development of Ontario government programs (e.g. environmental assessments for land use planning). Publishes research reports, planning documents and public information brochures. Advises and works with community groups and individuals on archaeological and other heritage conservation projects. Provides professional support to the Ontario Heritage Foundation in making grants to assist archaeological projects. Maintains a provincial archaeological data bank & coordinates response to inquiries on new discoveries. Deals with emergency situations to rescue threatened heritage sites. Issues & answers inquiries about archaeological licences. Regional archaeologists are listed in the Appendix.

**CULT & REC HURONIA**

705-526-7838

CULT & REC, HURONIA HISTORICAL PARKS. The Ministry operates & maintains historic sites at Midland, Sainte Marie among the Hurons and at Penetanguishene, the Historic Naval & Military Establishments. Ste. Marie, once a 17th century French Jesuit mission, has been reconstructed on its original site. The Naval & Military Establishments is a restored & reconstructed 19th century British naval base & military garrison. Both are open to the public mid-May to Labour Day; Ste Marie is open until the Canadian Thanksgiving. The historical attractions are operated to promote an appreciation of the native Indian, French & British heritage of Ontario. Costumed staff demonstrate skills & crafts of the eras. A resource library, open to the public year round, provides information on sites planning & programming. Contact Huronia Historical Parks, P.O. Box 160, Midland, Ont. L4R 4K8 (705-526-7838).

**CULT & REC INTERNAL AUDIT**

416-965-9941

CULT & REC, INTERNAL AUDIT is responsible for the ministry's audit function. For a description of functions see first entry under Audit.

**CULT & REC LEADERSHIP UNIT**

416-965-7505

CULT & REC, LEADERSHIP UNIT under the Citizenship Division is a resource in the general development of citizenship. The Unit has consultants to advise organizations and municipalities on community leadership and to assist in developing indigenous community leadership resources. Consultants on recreation advise those who provide professional preparation at colleges and universities, train teachers within the school system, train recreationists of municipalities and administer grants in aid of research. Consultants work with the Ontario Research Council On Leisure (ORCOL).

**CULT & REC LEGAL SERVICES BR**

416-965-5793

CULT & REC, LEGAL SERVICES BR provides legal services for the ministry and its agencies. For a description of branch activities see first entry under Legal Services.

**CULT & REC MANAGEMENT SYSTEMS GROUP**

416-965-0665

CULT & REC MANAGEMENT SYSTEMS GROUP provides advice, support and direction to senior management for the definition, systems development and documentation of information and administrative systems. Also provides advice and assistance in the acquisition of management consulting services and data processing services and equipment, in addition to being responsible for records management and maintenance of policy and procedures manuals (Ministry Manual of Administration).

**CULT & REC MCMICHAEL CANADIAN COLLECTION**

416-893-1121

CULT & REC, McMICHAEL CANADIAN COLLECTION, an art gallery in a beautiful setting in Kleinberg has an extensive collection of the works of Canadian artists including Tom Thompson, Emily Carr, David Milne, Clarence Gagnon, J. W. Morrice and the Group Of Seven. Original Group of Seven members were A. Y. Jackson, Lawren Harris, J. E. H. MacDonald, Franklin Carmichael, Arthur Lismer, Frederick H. Varley, Frank H. Johnston. A. J. Casson, Edwin Holgate and LeMoine FitzGerald joined later. Also included are works of art by native peoples. The collection is open every afternoon except Monday. All mornings and all day Monday are reserved for school tours by appointment.

**CULT & REC MEDIA PRODUCTION SECTION**

416-965-6761

CULT & REC, MEDIA PRODUCTION SECTION, Communications Br coordinates output of Ministry publications, audio-visual materials and displays. Edits manuscripts, prepares copy, artwork and camera-ready assemblies and arranges for production of these materials. Monitors Ministry material to ensure style consistency and quality.

**CULT & REC MULTICULTURAL DEVELOPMENT BR**

416-965-6621

CULT & REC, MULTICULTURAL DEVELOPMENT BR develops and supports programs aimed at developing and improving intercultural relations. Programs include: developing an appreciation for different ethnocultural groups in Ontario; encouraging information sharing through intercultural workshops; assisting the development within institutions of a sensitivity to cultural differences in overcoming barriers to service delivery; assisting ethnocultural groups to improve their organizational and leadership skills to enable them to fully participate in Ontario society. Branch consultants work with community groups, voluntary agencies, professional associations and other institutions providing consultative services, publications, films, tapes and intercultural development grants. Contact main office or field offices listed in the Appendix.

**CULT & REC MULTICULTURAL HISTORY PROJECT**

416-965-0212

CULT & REC, MULTICULTURAL HISTORY PROJECT. Working with the Multicultural Development Branch the project will collect, catalogue and preserve historical material on

Ontario ethnocultural groups and will make it available to the public through the Archives of Ontario. The project is sponsored by the Ministry and funded by Wintario.

## **CULT & REC NATIVE COMMUNITY BR**

416-965-5003

CULT & REC, NATIVE COMMUNITY BR provides consultative services, information and referral services and financial assistance to assist Ontario native peoples in both on-reserve and off-reserve communities in gaining full access to existing services of ministries, and in the development of self-determination and community leadership and initiative. Where provincial funding channels do not exist, the Branch provides grants to stimulate native initiated projects from Indian Band Councils or incorporated bodies. Also advises Ontario Government ministries and agencies on programs and policies to encourage direct communication between native peoples and government. Contact main office or field offices listed in the Appendix.

## **CULT & REC NEWCOMER SERVICES BR**

416-965-2285

CULT & REC, NEWCOMER SERVICES BR programs relate to reception, orientation and language training of immigrants. The multicultural Ontario Welcome House at 8 York Street, Toronto provides English as a Second Language (ESL) instruction linked with day care (965-2365) and multilingual counselling and assistance in gaining access to government and social agencies (965-3021). Multilingual receptionists at the Toronto International Airport (678-2540) assist immigrants upon arrival. Print and audio-visual materials and information on ESL teaching and classes are available from the ESL clearing house (965-4331). For orientation resource materials for newcomers and counsellors and teachers of newcomers, and for information on setting up parents' and preschoolers' and other community-based English, orientation, citizenship classes, contact 965-2285. For information on newcomer intergration (NI) project grants and newcomer language/orientation classes (NLOC) grants contact Ministry of Culture and Recreation field offices listed in the Appendix.

## **CULT & REC OECA**

416-484-2600

CULT & REC, OECA. The Ontario Educational Communications Authority, an autonomous provincial Crown corporation, administers educational broadcasting in Ontario. OECA designs & produces TV-based learning systems for pre-school, in-school, teacher & adult learners. OECA operates an educational television network, TVOntario, with outlets in Toronto (Channel 19), Ottawa (Channel 24), Kitchener (Channel 28), London (Channel 18), Chatham (Channel 19), Windsor (Channel 32), Thunder Bay (Channel 9), Sudbury (Channel 19), & Sault Ste. Marie (Channel 20). Other surrounding areas receive full TVOntario service on local cable system. TVOntario broadcast day extends for 16 hours. OECA operates the Provincial Broadcast Service for two to three hours per day using facilities of CBC, its affiliates & private stations; provides a cable package for viewers in areas not reached by TVOntario; & distributes video & audio tapes. Publications, e.g., TVO & school schedules info available on request.

## **CULT & REC OLD FORT WILLIAM**

807-577-8461

CULT & REC, OLD FORT WILLIAM, one of the historic sites operated by the ministry, is a reconstruction of the original Fort William as it was in the period 1803-1821. The original Fort was the inland headquarters of the North West Company and the focal point of the

Company's operations and vast explorations. Each summer it was the temporary home of 2,000 or more voyageurs, clerks, natives and North West Company partners who assembled there for the Great Rendezvous. Today, the visitor is invited to 'venture into the past' to experience life as it was in this colourful era. Old Fort William is a living historical community and, as such, it offers the visitor a wide range of experiences. Open to the public May-October. Contact Old Fort William, Vickers Heights P.O., Thunder Bay, Ontario P0T 2Z9, telephone 807-577-8461.

### **CULT & REC ONTARIO ARTS COUNCIL**

416-961-1660

CULT & REC, ONTARIO ARTS COUNCIL promotes the study, enjoyment of, and production of works in the arts. Provides grants in response to written applications from performing and creative arts groups and individuals such as theatre and dance companies, orchestras and concert societies, art galleries and schools, publishing houses and periodicals, local and regional arts councils and festivals, arts service groups and community arts projects. Individual artists, e.g. painters, sculptors, playwrights, composers, writers, poets, makers of films and photographers may also apply. The Council has officers on staff who represent various art disciplines and pursuits. Other programs include Creative Artists In Schools (CAIS) and ONTOUR which assists concert artists, soloists, performing groups, and groups that sponsor local appearances. The Ontario Arts Council is concerned with the development of local and regional arts resources, and Franco-Ontarian community arts.

### **CULT & REC ONTARIO HERITAGE FOUNDATION**

416-965-9504

CULT & REC, ONTARIO HERITAGE FOUNDATION advises the Minister of Culture & Recreation on issuing archaeological licences and on designating significant archaeological and historic sites. Provides grants to encourage innovative new work in archaeology and to help complete artifact analysis. Provides grants or loans for architectural conservation to encourage renovation of buildings of historical or architectural significance. Erects historical plaques which recognize people, places, buildings and events of significance to the history of the province. Acquires, usually by donation, heritage properties, parkland, works of art and historical artifacts.

### **CULT & REC ONTARIO HISTORICAL STUDIES SERIES**

416-487-6142

CULT & REC, ONTARIO HISTORICAL STUDIES SERIES Project produces comprehensive, scholarly and readable books on the historical development of Ontario. The series is divided into six parts: Bibliography of Ontario History; Biographies of major Premiers; Historical Atlas; Theme studies on aspects of Ontario's economic, social, political and cultural development; General history; and Oral history featuring interviews with people who have played a key role in Ontario's development. The series receives financial support from the Ministry of Culture and Recreation.

### **CULT & REC ONTARIO LOTTERY CORPORATION LOTTARIO**

416-961-6262

CULT & REC, ONTARIO LOTTERY CORPORATION, LOTTARIO. The Ontario Lottery Corporation manages Lottario, Wintario and the Provincial lotteries. To find out winning numbers consult newspapers the Monday following the draw or list posted at retailer's or call 416-870-9122 (Toronto) for a recorded message.

**CULT & REC ONTARIO LOTTERY CORPORATION PROVINCIAL**

416-961-6262

**CULT & REC, ONTARIO LOTTERY CORPORATION, PROVINCIAL.** The Ontario Lottery Corporation manages the Provincial Lottery, Wintario and Lottario. To find out winning numbers of last Provincial Lottery draw consult newspapers the next day or list posted at retailer's or call 416-870-9161 (Toronto) for a recorded message. Proceeds from Provincial Lottery sales in Ontario are used to provide grants for health research and related environmental projects. See Health Policy Development & Research Br, Env Pollution Control Br Development & Research Group and Labour Standards & Programs Br.

**CULT & REC ONTARIO LOTTERY CORPORATION WINTARIO**

416-961-6262

**CULT & REC, ONTARIO LOTTERY CORPORATION, WINTARIO.** The Ontario Lottery Corporation manages Wintario, Lottario and the Provincial lotteries. To find out winning numbers of last Wintario draw consult newspapers the next day, or list posted at retailer's or call 416-870-9170 (Toronto) for a recorded message. See Cult & Rec Wintario Grants for information on the Wintario grants program.

**CULT & REC ONTARIO SCIENCE CENTRE**

416-429-4100

**CULT & REC, ONTARIO SCIENCE CENTRE** located at Don Mills Road and Eglinton Ave. East in North York, explains science and technology to the public through innovative methods. Invites audience participation in its 550 exhibits and its demonstrations, workshops and theatre presentations. Provides special exhibits, films and lectures; also provides education programs and tours for Canadian school classes booked in advance of their visit. Four major travelling exhibits visit shopping malls, schools, libraries, and recreation centres throughout Ontario. The Centre also houses the Ontario Film Institute which is a reference and information centre, the Ontario Film Theatre which screens films, and the Ontario Film Archives.

**CULT & REC OUTREACH ONTARIO**

416-965-6256

**CULT & REC, OUTREACH ONTARIO,** a program under the Arts Services Br is designed to decentralize the province's cultural resources by encouraging Toronto area cultural institutions to diversify their programs, expand extension services and undertake cooperative projects. Cultural agencies and facilities involved include: the Art Gallery of Ontario, the Royal Ontario Museum, the Royal Botanical Gardens, the Ontario Educational Communications Authority, the Ontario Science Centre, the McMichael Canadian Collection and regional public libraries. These agencies develop and administer their own Outreach programs. See also Cult & Rec Festival Ontario, an important part of Outreach Ontario, listed separately in this index.

**CULT & REC PERSONNEL BR**

416-965-0225

**CULT & REC, PERSONNEL BR** performs the personnel functions for the Ministry of Culture and Recreation. For a description of functions see first entry under Personnel.

**CULT & REC POLICY PLANNING BR**

416-965-9942

**CULT & REC, POLICY PLANNING BR.** This branch has three functions as the central policy advisory and planning group in the ministry. Policy analysis and coordination function: analyzes and coordinates ministry-wide policy matters; prepares and monitors all Cabinet policy submissions; initiates and conducts policy investigation; advises and assists program managers. Program planning and evaluation function: coordinates and implements program planning, the ministry's Management-by-Results program and budget estimates; analyzes program activity and advises and assists program managers; provides liaison with Finance and Administration in program planning, financial forecasting, allocation of resources. Research coordination and information function: coordinates ministry research activities; provides support to policy and program central functions.

**CULT & REC PROVINCIAL LIBRARY SERVICES**

416-965-2696

**CULT & REC, PROVINCIAL LIBRARY SERVICES** is responsible for assistance to public libraries throughout Ontario. Provides grants, by-laws and statistics and other information assistance. Maintains close liaison with associations related to library functions and develops library services on a province-wide basis. Publishes the Ontario Library Review and In Review: Canadian Books For Young People.

**CULT & REC PUBLIC ART GALLERIES GRANTS**

416-965-6256

**CULT & REC, PUBLIC ART GALLERIES GRANTS** Program, part of Arts Services Branch, assists eligible non-profit community art galleries through grants for basic operating and administrative expenditures. Galleries must meet eligibility criteria and provide detailed financial and gallery operations information. Applications available through main office or field offices listed in the Appendix. Art galleries may also apply to Ontario Arts Council for help with program and exhibition expenses.

**CULT & REC RESOURCE CENTRE**

416-965-6763

**CULT & REC, RESOURCE CENTRE** and Library under the Communications Br maintains an up-to-date collection of books, pamphlets, films, video-tapes and teaching materials which are made available to all Ministry staff and any community organization involved in cultural or recreational programs. These materials cover various subjects such as community development, multiculturalism, informal education, language training, recreation, leisure, retirement planning, human relations, prejudice, theatre, arts and crafts, native peoples, disabilities, librarianship, volunteerism. Staff can assist in searching materials. Contact Resource Centre in Toronto; other areas contact field offices listed in the Appendix.

**CULT & REC ROYAL BOTANICAL GARDENS**

416-527-1158

**CULT & REC, ROYAL BOTANICAL GARDENS (RBG)** in Hamilton consists of 2000 acres of developed gardens and natural areas, 27 miles of interpretive nature trails. Educational programs range from courses on horticulture and botany, design with plant material, to credit courses at universities. The RBG also offers the public extensive horticultural information on ornamental, native and poisonous plants, edible and poisonous mushrooms, and information on birds. Tours can be arranged. Participates in Outreach Ontario and Festival Ontario.

**CULT & REC ROYAL ONTARIO MUSEUM**

416-978-3690

CULT & REC, ROYAL ONTARIO MUSEUM, incorporating the Canadiana collections (978-6738) at 14 Queen's Park Crescent West and the McLaughlin Planetarium (978-8558), is the largest of Canada's public museums and a major research institution with excellent collections in 20 departments. These include the arts, archaeology (e.g. Chinese, Egyptian) and the sciences (e.g. Mammalogy, Mineralogy, Entomology, Ornithology, Vertebrate Palaeontology). The departments identify objects related to their fields such as birds, insects, works of art, artifacts, etc. for information only, not for financial ends (write or call for appointment). The ROM offers tours, a Discovery Room (inviting public participation when viewing exhibits), travelling exhibitions, museumobiles, a Speakers Bureau, lectures and art instruction, showings of films, clubs for senior citizens and children. The ROM is at 100 Queen's Park Cres., Toronto.

**CULT & REC SIMCOE MEMORIAL FOUNDATION**

416-965-2673

CULT & REC, SIMCOE MEMORIAL FOUNDATION is responsible for the upkeep of Wolford Chapel in Devon, England where Ontario's first Lieutenant Governor, John Graves Simcoe and his wife are buried. The Foundation is also engaged in projects to make better known Simcoe's life and works in Ontario through the educational system, public celebrations, speakers, awards of medallions and portraits, etc.

**CULT & REC SPECIAL INTERESTS UNIT**

416-965-5665

CULT & REC, SPECIAL INTERESTS UNIT, Recreational Services Section of the Sport, Fitness & Recreation Services Br advises community regional and provincial recreation agencies and institutions and is responsible for the development of resources in: therapeutic recreation, outdoor recreation, camping, non-profit camps, recreation for families, senior citizens and youth, community recreation services, recreation education and research. Provides grants to non-profit camps. The Unit is also responsible for the certification of recreation professionals and provides support to professional recreation associations.

**CULT & REC SPORTS SERVICES SECTION**

416-965-6546

CULT & REC, SPORTS SERVICES SECTION, Sport, Fitness & Recreation Services Br encourages participation in sports for individual enjoyment. Promotes competition in multi-sports games (e.g., Regional & Prov'l; Ont. Summer & Winter Games for the able bodied & the disabled). Provides administrative, consultative services & grants to provincial sport governing bodies (965-4591). The Ontario Sports Admin. Centre (964-8655), a private organization that provides administrative services for these governing bodies, is funded by this Ministry. Sports Awards Program honors accomplishments of athletes & citizens in amateur sports. Coaching Development Program improves calibre of leadership in amateur sport through coaches & officials. Ontario Sports Travelcade takes sports & fitness resources around Ontario to help raise level of expertise of athletes & coaches. Ontario Elite Athlete Assistance Program provides limited financial assistance to selected amateur athletes for training & competition.

**CULT & REC TRANSLATION BUREAU**

416-965-2891

**CULT & REC, TRANSLATION BUREAU** provides translation services for government ministries and special purpose bodies on a charge-back basis and provides a free service for landed immigrants who need official documents translated into English in order to find work or pursue their education and training in Ontario. The French Language Service Section (965-2891) is located at M1-49, Macdonald Block, Queen's Park, Toronto. The Multilingual Service Section (965-1458) for all languages other than French is located at the Ontario Welcome House, 2nd Flr., 8 York St., Toronto.

**CULT & REC WINTARIO GRANTS**

416-965-2390

**CULT & REC, WINTARIO GRANTS** Information Office, part of the Communications Br, is an information service for the Wintario Grants Program. Net profits from Wintario are available to non-profit community groups, organizations, municipalities and Indian Band Councils for capital and non-capital projects concerning sports, recreation, fitness, arts, heritage, public libraries, multiculturalism and citizenship and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

**CULT & REC YOUTH PROGRAM COORDINATOR**

416-965-4543

**CULT & REC, YOUTH PROGRAM COORDINATOR** plans and coordinates Ministry's participation in the government-wide youth programs; e.g. Experience Summer Employment, Ontario-Quebec University Student Job Exchange, Ontario Career Action.

**CULTURAL**

416-965-6256

**CULT & REC, ARTS SERVICES BR** develops policies and programs to encourage excellence in the arts and wider participation in arts activities. Provides operating grants to provincial **cultural** institutions and agencies, provincial arts service organizations, certain arts training institutions, and to public art galleries as described under Cult & Rec Public Art Galleries Grants. Administers the Wintario Non-Capital Arts Program. Provides grants for **cultural** exchange programs between Ontario and other provinces and countries as described under Cult & Rec **Cultural** Exchange Program. Coordinates the Outreach Ontario and Festival Ontario programs also listed individually in this Index. Contact main office or field offices listed in the Appendix.

416-965-5399

**CULT & REC, CAPITAL SUPPORT UNIT** coordinates capital support programs of the ministry. These include capital grants (965-8433) for community recreation centres, sports facilities, arts facilities such as theatres and art galleries, exhibition spaces, museums, heritage conservation projects, facilities for libraries and multicultural centres. Planning & Technical Services Section (965-3034) is responsible for policy development, priority setting and program planning and evaluation of the Ministry's capital grants programs. It also provides Capital Support Unit, Ministry field offices and clients (municipalities, community groups) with planning and technical advice and information on the development of **cultural** and recreational facilities. Contact Field Offices listed in the Appendix.

416-965-6509

CULT & REC, CULTURAL EXCHANGE PROGRAM, part of Arts Services Branch, provides information and/or grants to community associations, individual artists and arts groups involved in interprovincial or international **cultural** exchanges. A variety of **cultural** exchanges between Ontario and Quebec are assisted under the auspices of the Ontario-Quebec Permanent Commission.

416-965-7690

CULT & REC, CULTURAL INDUSTRIES BR provides liaison with various levels of government and the film industry, recording industry, book publishing and periodicals industries. Does not give grants; emphasizes policy development. Accepts applications from established book publishers for guaranteed loans and interest subsidies. Manages Ontario Half Back program which allows non-winning Wintario tickets to be used for discounts on purchase of Canadian records or on admission to Canadian films (May to September, 1979). The Half Back program on the purchase of Canadian books or magazine subscriptions was in operation from January 19 to April 12, 1978.

416-965-6509

CULT & REC, FESTIVAL ONTARIO, under the Arts Services Branch coordinates exhibits from major **cultural** and arts institutions (e.g.: Art Gallery of Ontario, Royal Ontario Museum, Ontario Science Centre, Ontario Educational Communications Authority, Ontario Arts Council, Archives of Ontario, Ontario Film Theatre, Royal Botanical Gardens, McMichael Canadian Collection, etc.) and makes these available free of charge to communities to augment festivals or special events. Festival Ontario does not organize festivals but assists at the request of communities. Contact main office or regional offices listed in the Appendix.

416-965-6621

CULT & REC, MULTICULTURAL DEVELOPMENT BR develops and supports programs aimed at developing and improving intercultural relations. Programs include: developing an appreciation for different ethnocultural groups in Ontario; encouraging information sharing through intercultural workshops; assisting the development within institutions of a sensitivity to **cultural** differences in overcoming barriers to service delivery; assisting ethnocultural groups to improve their organizational and leadership skills to enable them to fully participate in Ontario society. Branch consultants work with community groups, voluntary agencies, professional associations and other institutions providing consultative services, publications, films, tapes and intercultural development grants. Contact main office or field offices listed in the Appendix.

416-487-6142

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416-965-6256

CULT & REC, OUTREACH ONTARIO, a program under the Arts Services Br is designed to decentralize the province's **cultural** resources by encouraging Toronto area cultural institutions to diversify their programs, expand extension services and undertake cooperative projects. **Cultural** agencies and facilities involved include: the Art Gallery of Ontario, the

Royal Ontario Museum, the Royal Botanical Gardens, the Ontario Educational Communications Authority, the Ontario Science Centre, the McMichael Canadian Collection and regional public libraries. These agencies develop and administer their own Outreach programs. See also Cult & Rec Festival Ontario, an important part of Outreach Ontario, listed separately in this index.

416-965-6763

**CULT & REC, RESOURCE CENTRE** and Library under the Communications Br maintains an up-to-date collection of books, pamphlets, films, video-tapes and teaching materials which are made available to all Ministry staff and any community organization involved in **cultural** or recreational programs. These materials cover various subjects such as community development, multiculturalism, informal education, language training, recreation, leisure, retirement planning, human relations, prejudice, theatre, arts and crafts, native peoples, disabilities, librarianship, volunteerism. Staff can assist in searching materials. Contact Resource Centre in Toronto; other areas contact field offices listed in the Appendix.

416-965-2390

**CULT & REC, WINTARIO GRANTS** Information Office, part of the Communications Br, is an information service for the Wintario Grants Program. Net profits from Wintario are available to non-profit community groups, organizations, municipalities and Indian Band Councils for capital and non-capital projects concerning sports, recreation, fitness, arts, heritage, public libraries, multiculturalism and citizenship and other projects of a recreational and **cultural** nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

416-965-5620

**EDUC, STUDENT ACTIVITIES & SPECIAL PROJECTS BR** encourages educational and **cultural** exchanges of students and teachers (965-5635) and may provide grants for these projects. Projects include: Educational Exchange Programs and Ontario-Quebec School Twinning (965-5989), Ontario Young Travellers (965-5605), School Twinning Programs, e.g. Project Canada, Project School-to-School, Teacher Exchange Programs (965-1129) and Experience Programs (965-6329). Administers the Second-Language Monitor Program which encourages bilingual university students to act as teaching monitors to teachers of French or English as a second language (965-5996). Operates the Ontario Student Leadership Centre which accepts secondary school students for leadership training courses (965-6410). The Student Guidance Information Service (965-9676) provides computerized career and institutional information to schools. The branch prepares guidance documents and Ontario Student Record material.

416-965-2927

**INTGOV AFF, ONTARIO QUEBEC PERMANENT COMMISSION** promotes and stimulates **cultural** and educational exchanges between governments, individuals, groups, schools and organizations in Ontario and Quebec to foster understanding and cooperation between residents of the two provinces. The OQPC does not fund or operate programs directly but encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint support. Also coordinates exchanges between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

## CULTURAL EXCHANGES

Cultural Exchanges, see Exchanges.

**CULTURE & RECREATION**

Culture & Recreation, Ministry of, see CULT & REC Branch Name.

**CURRICULUM**

416-965-5982

EDUC, CURRICULUM BR produces **curriculum** guidelines, resource material and circulars for use in Ontario from Kindergarten to Grade 13, and annotated lists of Canadian materials for use with above guidelines. Initiates and coordinates **curriculum** input to the ministry and implements curriculum policies. Administers the Book Purchase Plan which provides copies of newly approved textbooks to schools. Implements metric conversion in primary and secondary schools. Administers the ministry's Canadian Learning Materials Fund which enables publishers, media producers, non-profit organizations and individuals to develop new Canadian learning materials. Promotes community use of schools. Supports elementary and secondary school broadcasts and related services through liaison with the Ontario Educational Communications Authority (OECA). Develops materials for courses about and for native peoples.

**DAIRY**

Dairy, see also Health Program Advisory Br Food Control.

416-965-2124

AG & FOOD, FARM PRODUCTS MARKETING BR consists of the Farm Products Marketing Board and the Milk Commission of Ontario which administer the Farm products Marketing Act and the Milk Act, respectively. The Farm Products Marketing Board and the Milk Commission supervise the marketing boards established under the two Acts and are responsible for making recommendations on changes in the regulations. The Farm Products Marketing Act provides for the regulation of 43 commodities under 22 individual plans, each plan administered by a producer marketing board. The Milk Commission cooperates with the Ontario Milk Marketing Board, the Cream Producers' Marketing Board and the Ontario Dairy Council in **dairy** policy planning and development.

416-965-2411

AG & FOOD, FARM PRODUCTS QUALITY BR, MILK INDUSTRY Section undertakes programs to ensure that milk marketed in Ontario is produced under acceptable sanitary conditions and meets quality standards. Provides for inspection of all **dairy** farms and monthly testing of raw milk. Issues licences to and arranges for training and inspecting the work of milk and cream graders and testers, bulk tank milk graders, buttermakers and cheese-makers. Issues licences and regulates plants manufacturing milk products, oleomargarine and edible oils. The laboratory in Guelph analyzes all samples for butterfat, protein and lactose and reports results to the Ontario Milk Marketing Board for determining payment to producers. Conducts regular milk utilization audits.

**DAMS**

416-965-6283

NAT RES, CONSERVATION AUTHORITIES BR encourages the conservation, development and utilization of water and related land resources by providing policy, funding assistance, management and planning direction to Conservation Authorities, autonomous bodies established under the Conservation Authorities Act. Provides grants to support resource management projects initiated and undertaken by the Authorities. These include water and land management programs (flood plain mapping, environmental assessments, flood control works, such as **dams**, channel improvements and erosion control structures) and

conservation and recreation land management programs (reforestation and woodlots management, wildlife management, outdoor recreation information and education).

416-965-1271

**NAT RES, ENGINEERING SERVICES BR** is responsible for design, construction and maintenance of **dams**, docks and other hydraulic structures and improvements. Does special engineering, water management, shoreline management and hydrology studies to prevent flooding and erosion. Also coordinates resource access construction and maintenance (e.g., water access and road programs). Administers The Lakes and Rivers Improvement Act which regulates the construction and operation of **dams** and diversions in the province.

## DANCE

Dance, see Ontario Arts Council

## DATA PROCESSING

Data processing in the Ontario Government, see Govt Serv Communication & Computer Services Div. See also Systems Development for listing of ministries' computer systems development branches.

## DAY CARE

**COMM SOC, CHILDREN'S SERV DIV, DAY NURSERIES PROGRAM** supervises and issues licences to nursery schools, **day care** centres and private home **day care** agencies. Provides information and consultation to provincial associations and groups regarding development of programs, staffing and legislation, and special **day care** programs (e.g. for native peoples, handicapped, etc.). Provides financial assistance to municipalities, approved groups who are incorporated and Indian Band Councils to establish day nurseries and to municipalities to provide financial assistance to eligible individuals seeking **day care**. Maintains statistics on day nurseries. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-965-5161

**GOVT SERV, EMPLOYEE ADVISORY SERVICE** provides confidential counselling and referral services to employees of the Ontario Public Service (OPS). Provides training programs and individual consultations to managers and personnel administrators in dealing with troubled employees and work performance problems. Provides **day care** counselling to OPS employees (965-9953).

## DEAF

416-965-2663

**EDUC, SPECIAL EDUCATION BR** advises Minister on program policy regarding the education of exceptional students in elementary and secondary schools and schools for trainable retarded; provides liaison with professional and parent groups and government agencies regarding programs for exceptional students. Provides counselling, resources and guidelines to school boards for special education programs operated by local school systems, and to faculties of education which offer courses in special education. Operates residential school programs in schools for the blind and **deaf**; in developmental centre schools for the retarded, developmentally handicapped or emotionally disturbed; in training centres for juveniles and for children with severe learning disabilities. Operates a teacher education centre in Belleville for teachers of the **deaf**. These residential schools also serve as resource centres for local school boards establishing local day school programs for exceptional students (965-9222).

**DEALERS**

Dealers, see subject involved, e.g. periodicals, real estate, securities, vehicles.

**DEATH DUTIES**

Death Duties (Succession Duty), see Revenue Succession Duty & Land Tax Br.

**DEATHS**

416-965-1687

CCR, OFFICE OF THE REGISTRAR GENERAL registers and records Ontario births, **deaths**, marriages and still-births. It also keeps adoption, divorces and name changes records. Statistics relating to births, **deaths**, marriages, divorce and still-births are compiled annually. Plastic, paper and certified photocopies of birth, death and marriage certificates are provided to those entitled on application and payment of \$3.00 each. For correction of errors in registrations, contact Amendments Section, 965-2260. Under the Marriage Act certificates of registration are issued to people authorized to perform marriages in Ontario. Contact Marriage Office, 965-2026. Contact Office of the Registrar General or local municipal office for advice on registration of births or **deaths**.

416-965-6678

SOL GEN, CHIEF CORONER'S OFFICE. Coroners investigate sudden and unexpected **deaths**; inform the public re prevention of similar **deaths**; order autopsies for medical legal reasons; conduct inquests; sign certificates for cremation and for shipment of bodies out of Ontario; complete medical certificates of death in coroners' cases. The Office administers the Human Tissue Gift Act (re: donation of bodies or parts of bodies for therapeutic purposes, medical education or scientific research). Adults may give consent by signing donor section of driver's licence or donor card available from Coroner's Office, orally during last illness in presence of at least two witnesses, or in writing. The Office inspects Schools of Anatomy in Ontario and supplies them with donated or unclaimed bodies. Contact Chief Coroner's Office, 965-6678, 26 Grenville St., Toronto or regional coroners listed in the Appendix.

416-965-1554

SOL GEN, FORENSIC PATHOLOGY BR assists in determining the cause of **deaths** in unusual circumstances and in unveiling concealed homicides through autopsies and biological and other techniques of forensic science. Supervises regional pathologists (i.e., medical practitioners called upon by coroners to perform forensic investigations). Supports pathologists' and law enforcement officers' continuing education in legal medicine and investigations of sudden **deaths**.

**DEBENTURES**

Debentures, see also Securities

416-963-0389

CCR, COMPANIES SERVICES BR RECORDS Section deals with searches of corporations, files, certificates of corporation status and registration of corporation securities such as corporate mortgages, bonds, **debentures** (963-0390). Can provide copies of documents (e.g. articles of incorporation, annual returns) of corporations in Ontario.

416-963-0373

CCR, COMPANY LAW BR provides legal counselling to the Companies Division and handles inquiries of legal nature from the public about: incorporation of business and non-profit corporations, licences in mortmain, extra-provincial licences, registration of partnerships and sole proprietorships, names and name style registration by corporations, and

registration of securities registered against the personal property of corporations, e.g. corporate bonds, **debentures**, trust indentures and corporate mortgages. This includes sorting out deficiencies in the applications submitted to the Companies Services Branch.

416-965-2914

TREAS ECON, FINANCE MANAGEMENT BR provides management and direction of the Province's requirements in the areas of cash management, debt management, finance structure and policy. Specifically, the Branch controls and manages the government's cash flows to ensure that obligations are met without default and that surplus funds are invested; issues and retires Province of Ontario debt securities (**debentures**) and treasury bills. Provides direction to government debt management requirements and coordinates overall debt policy regarding public and non-public financing of the Province, Ontario Hydro and all boards, commissions and agencies utilizing provincial guarantee. Provides research, policy recommendations and policy implementation in public finance to ensure sound strategy and to preserve Ontario's credit worthiness.

416-965-5273

TREAS ECON, FINANCIAL INFORMATION & ACCOUNTING POLICY BR manages Ontario's requirements in overall government accounting, control & consolidated public and internal financial reporting. Specifically, it: maintains records of all Consolidated Revenue Fund transactions; prepares reports for use by the Treasurer before the Legislature, the public and the financial community, e.g., Public Accounts, prospectuses of **debentures**; operates Central Financial Information Systems by analyzing & consolidating data on revenues, expenditures, budgets, forecasts & statistics; provides all ministries/agencies with direction on financial transactions to ensure quality and comprehension of accounting & financial management policies; coordinates interministry effort on 'in-house' systems to ensure compatibility with Central Financial Information systems; provides expertise on all accounting and financial matters as referred by Management Board and all ministries/agencies; provides liaison with banking community.

416-965-6691

TREAS ECON, SECURITIES BR acts as registrar and transfer agent of the Provincial public debt issues, both domestic and foreign. Is responsible for the prompt payment of interest on public debt; supplies investors with information on transfer requirements; arranges for complete service of **debentures** from issue to maturity. Also provides support for the programs of the Finance Management Branch in the investments of the Province and holds in safekeeping securities deposited with the Province by the public in accordance with the regulations of provincial legislation.

## DEBT

Debt, see also Credit

416-965-5591

ATT GEN, REFEREE OF THE SMALL CLAIMS COURTS of the Judicial District of York assists people with counselling on **debt** problems, particularly with summonses and garnishments before and after judgment. Public must telephone for appointment and bring complete information regarding income, expenses, debts and creditors. The Small Claims Court Referee's mailing address is: 425 University Ave., Rm. 201, Toronto M5G 1T6.

ATT GEN, SMALL CLAIMS COURTS provide a convenient and inexpensive way of settling disputes over goods and services and collecting an outstanding **debt** involving claims of up to \$1,000. Procedures are informal; lawyers are not required although their services may be used. Courtstaff can assist in entering or defending a claim. There are 126 small claims

courts in Ontario; for location or phone numbers call Courts Administration Program, 965-7945 or consult listings in local telephone directory under Government of Ontario.

416-965-2376

COMM SOC, ADULT SERV DIV, SOCIAL SERVICES. The Divisional Group develops standards, guidelines and policy, and implements three programs: Vocational Rehabilitation, Senior Citizens & Mental Retardation Community Programs. Each program is described under Comm Soc Adult Services Div Program Name. Social Services staff provide advice & operating subsidies to **debt** & credit counselling services; act as consultants to municipalities & social agencies on counselling services; coordinate provision of Homemakers & Nursing services from private agencies to those in need in municipality; assist municipalities in consolidating social services. Group ensures development & funding of municipal Work Activity Projects which assist individuals to be self-sufficient. Social services programs are delivered through regional, area & local offices (listed in the Appendix). In Metro Toronto call the Area Office, 965-9943 or the Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-965-2914

TREAS ECON, FINANCE MANAGEMENT BR provides management and direction of the Province's requirements in the areas of cash management, **debt** management, finance structure and policy. Specifically, the Branch controls and manages the government's cash flows to ensure that obligations are met without default and that surplus funds are invested; issues and retires Province of Ontario **debt** securities (debentures) and treasury bills. Provides direction to government **debt** management requirements and coordinates overall **debt** policy regarding public and non-public financing of the Province, Ontario Hydro and all boards, commissions and agencies utilizing provincial guarantee. Provides research, policy recommendations and policy implementation in public finance to ensure sound strategy and to preserve Ontario's credit worthiness.

416-965-6691

TREAS ECON, SECURITIES BR acts as registrar and transfer agent of the Provincial public **debt** issues, both domestic and foreign. Is responsible for the prompt payment of interest on public **debt**; supplies investors with information on transfer requirements; arranges for complete service of debentures from issue to maturity. Also provides support for the programs of the Finance Management Branch in the investments of the Province and holds in safekeeping securities deposited with the Province by the public in accordance with the regulations of provincial legislation.

## DEBT MANAGEMENT

Debt Management, Province of Ontario, see Treas Econ Finance Management Br.

## DEBT SECURITIES

Debt Securities, see Debentures

## DEFAULTED FINES

416-965-4223

ATT GEN, AUDIT SERVICES BR is responsible for the Ministry's audit functions. For a description of activities see the first entry under Audit. The branch also administers the **Defaulted Fines** Control Centre (driver's licence suspension system). Contact 965-3711, 965-9012 or 965-0296.

**DELINQUENT**

Delinquent, see Juveniles

**DEMERIT POINT**

416-965-1581

TR & COMM, DRIVER CONTROL OFFICE, Licensing & Control Branch ensures that Ontario drivers are competent to operate vehicles; keeps records to identify problem drivers. Runs **demerit point** system including driver improvement counselling; issues warnings; conducts interviews, re-examinations, and suspends and reinstates driver's licence as required by statute. Checks collision reports to determine need for re-examinations, medical or vision certificate. Contact regional and district offices listed in the Appendix. Re suspensions of uninsured drivers under the Motor Vehicle Accident Claims Act, call CCR Motor Vehicle Accident Claims, Tel. 963-0501. For fines non-payment call Defaulted Fines Control Centre under the Ministry of the Attorney General, Tel. 965-3711.

**DEMOGRAPHIC**

Demographic, see Population.

**DENTAL**

COMM SOC, ADULT SERV DIV, FAMILY BENEFITS PROGRAM (Income Maintenance) provides financial assistance to persons who are in need for a prolonged period of time. It is intended for mothers raising children alone, the disabled, the blind, permanently unemployable fathers or single persons, foster children and qualified elderly women over 60. If need is shown a monthly allowance and other benefits (health insurance, prescribed drugs, **dental** care, eyeglasses, hearing aids) are provided. The allowance for the disabled and the blind is also known as GAINS-D (Guaranteed Annual Income System, Disabled). To apply for family benefits contact ministry's Area and Local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South West, 763-3631; South East, 362-6111.

COMM SOC, ADULT SERV DIV, GENERAL WELFARE ASSISTANCE (GWA) PROGRAM (Income Maintenance) provides short-term financial assistance to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities & Indian Band Councils or by the Province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance (welfare) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed drugs, **dental** care, prosthetics (incl. eyeglasses, hearing aids) & for burials. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS A (Senior citizens), GAINS D (blind & disabled). Incentive Allowances are paid to those under a work activity project. Contact municipal welfare offices, Indian Band Councils and in unorganized territories Comm Soc area office (see Appendix).

416-750-3366

CORR SERV, INSTITUTIONAL PROGRAM SUPPORT SERVICES provides consultative services to programs in the Ministry's correctional institutions. Consultants in medicine, psychiatric and **dental** care, psychology, social work and chaplaincy are responsible for planning and supervision of services in these fields. Institutional program support is also given in the areas of resources management, new facilities development, preventive security, classification and allocation of inmates, education, food services, industrial programs, nursing, recreation and library services. The latter six programs are described

separately in this index. See Corr Serv Education Services, Corr Serv Food Services, Corr Serv Industrial Programs, Corr Serv Nursing Services, Corr Serv Recreation Services and Corr Serv Library Services. Correctional institutions are listed in the Appendix.

416-965-5036

HEALTH, PUBLIC HEALTH BR DENTAL Consultants provide consultation to health agencies in Ontario on preventive **dental** care and dental health (Contact local Public Health agency). Provide bursaries to dentists in underserved areas. Deal with all Ministry policy about **dental** care. See also other sections in Health Public Health Br described separately.

416-965-1170

HEALTH, PUBLIC HEALTH BR NORTHERN ONTARIO PUBLIC HEALTH SERVICES (NOPHS) provides direct public health services to the unorganized territories in Northern Ontario which are not served by local health units. Also provides public health inspection service to industrial camps in these areas. Provides **dental** health services by means of Mobile Dental Coaches to school aged children in underserved areas of Northern Ontario. Contact regional office listed in the Appendix. See also other sections in Health Public Health Br described separately.

416-965-5884

HEALTH, PUBLIC HEALTH BR, NUTRITION Consultants provide consultation to health agencies on nutrition, food budgeting, meal planning, obesity control, **dental** and prenatal care and care for senior citizens. See also other sections in Health Public Health Br described separately.

## DENTISTS

416-965-7285

HEALTH, HEALTH BOARDS SECRETARIAT has two main functions: provides administrative support for the review/appeal boards established in legislation under the Minister's jurisdiction; provides liaison with the Governing Board Of Denture Therapists. Under the Health Disciplines Act, the Health Disciplines Board of Ontario will hear appeals from the public and the health professions who believe that their complaints to the colleges (governing bodies) were not satisfactorily dealt with by the individual colleges for physicians, **dentists**, optometrists, pharmacists and nursing.

416-965-2181

HEALTH, PROFESSIONAL SERVICES MONITORING BR assists in setting Ontario Health Insurance Plan (OHIP) medical policy, claims adjudication policy, and works with colleges and regulatory boards of the professions which provide insured services to control over-utilization of the system by practitioners and the public. Professions monitored include physicians, **dentists**, chiropractors, chiropodists, osteopaths and optometrists. In situations where it appears that unnecessary or excessive numbers of services have been rendered, or there is concern that claims may have been submitted to OHIP when services were not rendered, letters must be written to this Branch, 7 Overlea Blvd., Toronto M4H 1A9, providing all details, including OHIP number. Inquiries regarding claims must be referred to local district office (See Appendix).

416-965-5036

HEALTH, PUBLIC HEALTH BR DENTAL Consultants provide consultation to health agencies in Ontario on preventive dental care and dental health (Contact local Public Health agency). Provide bursaries to **dentists** in underserved areas. Deal with all Ministry policy about dental care. See also other sections in Health Public Health Br described separately.

**DENTURE THERAPISTS**

416-965-7285

**HEALTH, HEALTH BOARDS SECRETARIAT** has two main functions: provides administrative support for the review/appeal boards established in legislation under the Minister's jurisdiction; provides liaison with the Governing Board Of **Denture Therapists**. Under the Health Disciplines Act, the Health Disciplines Board of Ontario will hear appeals from the public and the health professions who believe that their complaints to the colleges (governing bodies) were not satisfactorily dealt with by the individual colleges for physicians, dentists, optometrists, pharmacists and nursing.

**DERELICT MOTOR VEHICLES**

Derelict Motor Vehicles, see Env Waste Management Br Waste Systems Planning

**DESIGN SERVICES**

Design Services for Ontario Government buildings and leased accommodation, see Govt Serv Planning & Design Services Br.

**DETENTION CENTRES**

Detention Centres, see Correctional Institutions

**DEVELOPERS**

Developers, see Builders

**DEVELOPMENT CORPORATIONS**

416-965-4622

**IND & TOUR, DEVELOPMENT CORPORATIONS.** The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern Ontario Development Corporation (NODC) assist in and encourage the development and diversification of Ontario industry by providing: financial assistance through incentive and term loans and bank guarantees; sites, facilities and services in two industrial parks; technical, business and financial information and advice. Tourism operations, secondary manufacturing industries and service industries allied to manufacturing may avail themselves of this service. Loans are available for establishing new operations such as tourist facilities, expanding present operations, introducing new products and technology, financing exports, purchasing and installing pollution control and energy conservation equipment. Contact corporation regional offices listed in the Appendix.

416-965-8470

**REVENUE, SMALL BUSINESS DEVELOPMENT PROGRAM.** When proclaimed the Small Business **Development Corporations Act (SBDC)**, 1979 will allow Ontario residents to establish SBDCs to direct investment funds and provide managerial assistance to qualifying small businesses. Ontario resident investors in new equity shares of SBDC shares will receive a grant. Corporations who invest in new issues of SBDC equity shares will receive a credit against the Ontario corporate income tax. Grants or credit will equal 30% of amount paid for the shares. For further information call 965-8470 in Metro Toronto. Outside Metro Toronto dial direct (toll-free) 1-800-268-7121 except residents in area code 807 who should ask Operator for Zenith 8-2000 (toll-free).

**DIAL-A-BUS**

Dial-A-Bus, see Tr & Comm Systems Research Transit Systems.

**DIESEL FUEL**

416-965-6352

REVENUE, GASOLINE TAX BR administers and collects tax on the sale of fuels taxed under the Gasoline Tax Act (gasoline, aviation fuel, propane), the Motor Vehicle Fuel Tax Act (**diesel fuel**) and the Tobacco Tax Act (cigarettes, tobacco, cigars). Provides refunds of these taxes when applicable and appoints or registers collectors, usually wholesalers or distributors, vendors of heating fuels and taxable **diesel fuel** users.

**DIPLOMAS**

416-965-2657

EDUC, CORRESPONDENCE EDUCATION BR provides Ontario residents with a program of elementary school correspondence courses (Grades 1-8) and secondary school correspondence courses (over a wide range of subjects). The courses are free of charge and available throughout the year. Certificates (**diplomas**) given to students upon successful completion of courses have the same value as certificates issued for completion of courses in Ontario elementary and secondary schools. For details about courses and eligibility for enrolment telephone 965-2657 or visit or write to Correspondence Education Branch, 909 Yonge Street, Toronto M4W 3G2; or contact Ministry Regional Offices, listed in the Appendix.

416-965-2624

EDUC, INFORMATION SYSTEMS & RECORDS BR is in charge of: issuance of certificates to elementary and secondary school teachers (965-2600), evaluation of teaching qualifications (965-6126), evaluation of foreign educational documents of landed immigrants for employment or study at the elementary and secondary school levels (965-1356), admission of teachers to Ministry summer courses (965-4487), secondary school **diplomas** and scholarships (965-7291), transcripts of student records (965-7291), transcripts of training courses for teachers (965-2600), and cataloguing of private schools (965-6802). Provides coordination, research and evaluation of management information gathered from school boards, schools, teachers and students (965-6802). Compiles, analyzes and disseminates statistics relating to all aspects of education (965-2660). Coordinates the ministry's French language services (965-5481).

**DISABILITY**

Disability, see also Disabled, Handicapped.

416-226-2700

EDUC, TEACHERS SUPERANNUATION COMMISSION provides pensions for teachers upon retirement or early retirement because of physical or mental **disability**. Also provides income to widowed spouse or orphans of deceased teachers.

416-965-1709

GOVT SERV, PUBLIC SERVICE SUPERANNUATION BOARD recommends payments of annuities, pensions and **disability** benefits to employees of the Ontario Public Service and rules on applications in respect of past service credits and pension credit transfers under the Public Service Superannuation Act. The Board also hears appeals from contributors, pensioners or dependents against administrative decisions. Inquiries about administration and benefits for Ontario Public Service employees are handled by Employee Benefits Branch (965-6861). Private pension plans should be referred to the Pension Commission of Ontario (963-0527).

416-965-9724

HOUSING, OHC, COMMUNITY RELATIONS SECTION of the Operational Planning Branch acts as a resource to community relations workers in the field to assist with social problems as well as recreation for tenant families, senior citizens and persons with permanent **disability** in Ontario Housing Corporation (OHC) rent-geared-to-income housing. Also works to help residents integrate into the community.

416-965-9810

HOUSING, OHC, OPERATIONAL PLANNING BR performs policy development and program evaluation with respect to public housing management, including community relations and tenant placement. Also administers appointments to local Housing Authorities and coordinates preparation and revision of management and training manuals and handbooks. Tenant Placement Section (965-9865) coordinates placement of families, senior citizens and persons with permanent physical **disability** who have applied for rent-geared-to-income housing. Housing is offered to applicants in greatest need when vacancies occur. For information on the community relations function of this branch, see Housing OHC Community Relations. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or Housing Authority (see Appendix for list).

416-965-8851

WORKMEN'S COMPENSATION BOARD (WCB) administers the Workmen's Compensation Act. For employees disabled by work-related accidents or diseases the Act provides compensation (income), medical aid (payment of doctors' & hospital bills, etc.), rehabilitation services, awards for permanent **disability** & pensions for dependents of employees who die as a result of such accidents or diseases. Appeals on WCB decisions may be made under the Act. The Board is entirely financed by employer assessments, which also underwrite the safety education programs of nine accident-prevention associations. The Board's head office is at 2 Bloor St. East, Toronto; its Hospital & Rehabilitation Centre is in Downsview. The board has a library (965-8725), films (965-8722), two information offices in Toronto & area offices in 12 other Ontario cities (listed in the Appendix). The WCB reports to the Legislature through the Minister of Labour.

## DISABLED

Disabled, see also Disability, Handicapped.

COMM SOC, ADULT SERV DIV, CONSULTANTS. The Senior Consultant on the Handicapped (965-6299) advises the Ministry on programs and services for the handicapped and the **disabled**; maintains liaison with major agencies, municipalities, other ministries and levels of government on related matters; conducts special investigations, assignments and research on the handicapped. The Senior Consultant on Gerontology (965-5106) performs similar function in the area of programs and services for senior citizens. Conducts Long Term Study on Aging. Contact regional and area offices for information on programs and services (see list in the Appendix).

COMM SOC, ADULT SERV DIV, FAMILY BENEFITS PROGRAM (Income Maintenance) provides financial assistance to persons who are in need for a prolonged period of time. It is intended for mothers raising children alone, the **disabled**, the blind, permanently unemployable fathers or single persons, foster children and qualified elderly women over 60. If need is shown a monthly allowance and other benefits (health insurance, prescribed drugs, dental care, eyeglasses, hearing aids) are provided. The allowance for the **disabled** and the blind is also known as GAINS-D (Guaranteed Annual Income System, **Disabled**) To apply

for family benefits contact ministry's Area and Local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South West, 763-3631; South East, 362-6111.

**COMM SOC, ADULT SERV DIV, GENERAL WELFARE ASSISTANCE (GWA) PROGRAM** (Income Maintenance) provides short-term financial assistance to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities & Indian Band Councils or by the Province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance (welfare) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed drugs, dental care, prosthetics (incl. eyeglasses, hearing aids) & for burials. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS A (Senior citizens), GAINS D (blind & **disabled**) Incentive Allowances are paid to those under a work activity project. Contact municipal welfare offices, Indian Band Councils and in unorganized territories Comm Soc area office (see Appendix).

**COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION MAINTENANCE ALLOWANCES PROGRAM** (Income Maintenance) is designed to provide financial assistance as a monthly income to **disabled** persons who are enrolled in a training program and are receiving services from the Vocational Rehabilitation Program (see Comm Soc Adult Serv Div Vocational Rehab). Contact area or local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-965-2363

**COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD** holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or GAINS-A (income supplement for senior citizens) and GAINS-D (income supplement for the blind and **disabled**) Family Benefits (financial allowances for single mothers, the blind and **disabled**, permanently unemployable fathers, foster children, severely handicapped children).

416-965-6546

**CULT & REC, SPORTS SERVICES SECTION**, Sport, Fitness & Recreation Services Branch encourages participation in sports for individual enjoyment. Promotes competition in multi-sports games (e.g., Regional & Prov'l; Ont. Summer & Winter Games for the able bodied & the **disabled**) Provides administrative, consultative services & grants to provincial sport governing bodies (965-4591). The Ontario Sports Admin. Centre (964-8655), a private organization that provides administrative services for these governing bodies, is funded by this Ministry. Sports Awards Program honors accomplishments of athletes & citizens in amateur sports. Coaching Development Program improves calibre of leadership in amateur sport through coaches & officials. Ontario Sports Travelcade takes sports & fitness resources around Ontario to help raise level of expertise of athletes & coaches. Ontario Elite Athlete Assistance Program provides limited financial assistance to selected amateur athletes for training & competition.

416-965-9337

**HEALTH, ONTARIO DRUG BENEFIT (ELIGIBILITY)**. Selected prescribed drugs are provided free to senior citizens (65 or older) who receive Old Age Security (OAS) or who have resided in Ontario for the past 12 months and are Canadian citizens or landed immigrants; to recipients of Family Benefits (FBA), General Welfare (GWA) and vocational rehabilitation assistance and Homes for Special Care and Extended Health Care benefits. The numbered

Ontario Senior Citizens' Privilege Card entitles eligible patients to drug benefit. Federal OAS pensioners automatically get this card; those over 65 who are not OAS pensioners must apply. Forms available at most pharmacies or write: Ministry of Health, Drug Benefit, Box 21000, Station A, Toronto M5W 1Y5. FBA (includes the blind and **disabled**) GWA and other recipients are issued monthly cards. Drugs must be listed in the Drug Benefit Formulary (for quality and cost control), prescribed by a doctor or a dentist and obtained in Ontario.

416-965-8851

**WORKMEN'S COMPENSATION BOARD (WCB)** administers the Workmen's Compensation Act. For employees **disabled** by work-related accidents or diseases the Act provides compensation (income), medical aid (payment of doctors' & hospital bills, etc.), rehabilitation services, awards for permanent disability & pensions for dependents of employees who die as a result of such accidents or diseases. Appeals on WCB decisions may be made under the Act. The Board is entirely financed by employer assessments, which also underwrite the safety education programs of nine accident-prevention associations. The Board's head office is at 2 Bloor St. East, Toronto; its Hospital & Rehabilitation Centre is in Downsview. The board has a library (965-8725), films (965-8722), two information offices in Toronto & area offices in 12 other Ontario cities (listed in the Appendix). The WCB reports to the Legislature through the Minister of Labour.

## DISADVANTAGED PERSONS

Disadvantaged Persons, see Handicapped.

## DISASTERS

Ontario Government participation in provision of international disaster assistance, see Intgov Aff External Activities Coordination.

**INTGOV AFF, SUBSIDIES BR** administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared **disasters** (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

## DISCHARGING A MORTGAGE

Discharging a Mortgage, see CCR Regional Property Registration.

## DISCRIMINATION

416-965-6841

**ONTARIO HUMAN RIGHTS COMMISSION** administers the Ontario Human Rights Code to achieve equal treatment for all people in the areas of employment, housing, public accommodation, services and facilities such as hotels and restaurants, and related advertising, regardless of race, creed, colour, age, sex, marital status, nationality, ancestry or place of origin. Investigates and conciliates complaints of **discrimination**. Promotes public education to eliminate prejudice and provides publications on human rights. Undertakes resolution of community problems involving race and ethnic relations when tensions threaten to erupt into

violence. The Commission reports to the Legislature through the Minister of Labour. Contact Ministry of Labour regional offices listed in the Appendix.

## DISEASE

Disease, see also Venereal Disease, also Respiratory Diseases.

416-965-1058

AG & FOOD, FARM PRODUCTS QUALITY BR, FRUIT & VEGETABLES SECTION regulates the inspection and grading of twenty-five farm products plus flue-cured and burley tobacco, honey, maple syrup, Christmas trees, tomato seedlings. Offers technical advice to growers and producers and informs the public on all aspects of food (fruit, vegetables, honey) production, packaging and marketing. Provides the ministry's Information Branch with data on conditions of seasonal crops. Issues licences: to operators of controlled-atmosphere storages and to packers of apples from such storages, to dealers of fruit and vegetables, and to nurseries. Controls **disease** in nurseries & controls neglected orchards to prevent spread of **disease** and insect infestation. Administers the Bees Act which requires registration of apiaries (where bees are kept for honey production). To register contact Provincial Apiarist, Dep't. of Environmental Biology, Univ. of Guelph, 519-824-4120 Ext. 2477. See also Appendix for ministry's county or district offices.

416-965-5841

AG & FOOD, VETERINARY SERV BR LABORATORY SECTION operates six laboratories that provide assistance to the livestock industry and veterinary practitioners by offering diagnostic, investigative, consultative and extension services. Carcasses and specimens from animals and poultry are submitted by veterinarians and farmers and tests are made to determine cause of **disease**. Administers the Ontario Hatchery Supply Flock Policy, involving monitoring procedures to control **disease** of poultry; and the Fur Farms Act, requiring licences of fur farmers.

416-248-3196

HEALTH, LABORATORY SERVICES BR has laboratories throughout the province which perform tests to assist in diagnosis, prevention and treatment of **disease**. Serves doctors, hospitals, other ministries, and analyzes drinking water for the general public. For drinking water specimen mailing kits call local public health laboratory, (see Appendix for list; in Toronto: 248-3171).

416-965-4094

HEALTH, PROGRAM ADVISORY BR, COMMUNICABLE DISEASES Section controls communicable **disease** by collecting data and keeping local Public Health Officers aware of **disease** trends. Provides Medical Officers with drugs for immunization and for treatment of leprosy, and with rabies vaccine and snake antivenin. Provides supplementary field service when necessary to prevent and control **disease**. See also other sections in Health Program Advisory Br described separately.

416-965-4236

HEALTH, PROGRAM ADVISORY BR, VETERINARY Public Health Consultants help to control **disease** common to man and animals (zoonoses) such as rabies, salmonellosis, brucellosis, etc. Consultants advise Public Health Officers and physicians and project need for vaccine, serum and snake antivenin. For a list of antivenin depots and rabies information, contact the Communications Branch at 965-5167. See also other sections in Health Program Advisory Br described separately.

416-965-7678

**HEALTH, PUBLIC HEALTH BR PUBLIC HEALTH ENGINEERING** Section collects and evaluates data on the analysis of drinking water and on the quality of the supply in recreational areas. Provides engineering advice on control measures for outbreak of communicable **disease**, on treatment of non-municipal water supply, on improper waste disposal systems, and on the design and operation of recreational camps and other facilities, housing and institutions. Issues licences to summer camps. Administers regulation regarding public swimming pools under the Public Health Act, including approval of building plans. See other sections in Health Public Health Br described separately.

## **DISTRICT HEALTH COUNCILS**

416-965-8059

**HEALTH, COMMUNITY HEALTH SERVICES DISTRICT HEALTH COUNCIL PROGRAM.** Coordinators develop and promote **District Health Councils** which serve as local health planning bodies, coordinating and consolidating health services and planning new programs for their areas. Volunteers representing a cross-section of the Ontario Population are nominated to the councils at the local level and recommended for appointment by the Minister of Health. The five Area Planning Coordinators act as prime Ministry contacts for health planning and coordination of Ministry plans and operations on an area basis.

## **DISTRICTS**

Districts, see Municipalities

## **DIVORCE**

416-965-2831

**ATT GEN, CROWN LAW OFFICE, CIVIL LAW** provides the Ontario Government with civil litigation in all levels of courts, boards and tribunals. Provides professional advice and legal opinions to all government ministries, agencies and tribunals on a variety of subjects involving interpretation of provincial statutes. Examines applications for judicial review to determine if an intervention will be made on behalf of the Attorney General. Deals with claims for and against the Crown. Answers inquiries from the public on statutes administered by this ministry. Acts for the Queen's Proctor in **divorce** matters. The Constitutional Law Branch of this office handles cases involving constitutional questions.

416-965-1865

**ATT GEN, OFFICIAL GUARDIAN** represents the civil rights of persons under a legal disability usually children under 18 years of age or the mentally incompetent, as well as unborn and absentee persons. The Official Guardian also makes recommendations to the Court regarding the care, custody and maintenance of children in **divorce** cases, and provides legal representation for children in protection and custody cases.

416-363-4101

**ATT GEN, SUPREME COURT OF ONTARIO**, the highest civil court in the province, consists of three divisions: the High Court of Justice, the trial division; the Divisional Court of the High Court, with jurisdiction to hear certain appeals; and the Ontario Court of Appeal, which hears only appeals and is the highest court in the province. With certain exceptions, parties before the High Court may demand a trial by judge and jury. The Family Law Division of the High Court (965-7418) handles trials of **divorce** actions and motions relating to disputes between husband and wife or parents and children, e.g. infant custody, mainte-

nance and/or support. There is a local office of the Supreme Court in every county or district. The Divisional Court and Court of Appeal sit in Toronto.

416-965-5544

ATT GEN, SUPREME COURT OF ONTARIO REGISTRAR'S Office, Judicial District of York handles inquiries regarding cases commenced in this district, e.g. Bankruptcy (965-5573). For listing of **divorce** cases for trial contact 965-7419; for cases other than divorce contact 964-7416. The Office provides certified copies of court documents, e.g. final **divorce** decree (965-5563). Outside this Judicial District contact county or district Supreme Court Registrar. Although **divorce** and bankruptcy cases are filed with the provincial Supreme Court, these are governed by federal laws, the Canada Divorce Act and the Canada Bankruptcy Act, respectively. Questions about legal rights and advice should be referred to a lawyer.

416-965-1687

CCR, OFFICE OF THE REGISTRAR GENERAL registers and records Ontario births, deaths, marriages and still-births. It also keeps adoption, divorces and name changes records. Statistics relating to births, deaths, marriages, **divorce** and still-births are compiled annually. Plastic, paper and certified photocopies of birth, death and marriage certificates are provided to those entitled on application and payment of \$3.00 each. For correction of errors in registrations, contact Amendments Section, 965-2260. Under the Marriage Act certificates of registration are issued to people authorized to perform marriages in Ontario. Contact Marriage Office, 965-2026. Contact Office of the Registrar General or local municipal office for advice on registration of births or deaths.

## DOCKS

416-965-1271

NAT RES, ENGINEERING SERVICES BR is responsible for design, construction and maintenance of dams, **docks** and other hydraulic structures and improvements. Does special engineering, water management, shoreline management and hydrology studies to prevent flooding and erosion. Also coordinates resource access construction and maintenance (e.g., water access and road programs). Administers The Lakes and Rivers Improvement Act which regulates the construction and operation of dams and diversions in the province.

## DOCTORS

Doctors, see Physicians.

## DOCUMENT CERTIFICATION

Document Certification, see Govt Serv Admin Services Br Official Documents.

## DOMESDAY BOOK

416-965-1316

NAT RES, LANDS ADMINISTRATION BR, Acquisition Section (965-2738) acquires land for ministry needs. Public Lands Section (965-2741) is responsible for the disposition and management of Crown land including cottage lots and water lots; also answers general inquiries. Mining Lands Section (965-1323), is responsible for issuing licences to prospectors, registration and disposition of Crown mining lands; licensing of sand and gravel removals from Crown land (965-6918). Titles Section (965-1319) issues Crown leases, land patents (Crown patents), licence of occupation. Can give information (from the **Domesday Book**) on land that was formerly Crown land. Maintains acreage tax rolls; carries out forfeiture process for patented mining lands.

**DOWNTOWN REVITALIZATION**

Downtown Revitalization, see Housing Downtown Revitalization Program

**DRAINAGE**

416-965-9433

**AG & FOOD, FOODLAND DEVELOPMENT BR** reviews official plans, environmental assessments and project proposals for their land use planning implications to agriculture. Assists the Ministry of Government Services in leasing for agricultural purposes farm land held by the government for future development. The branch also administers the Topsoil Preservation Act (allowing municipalities to regulate removal of topsoil). **Drainage** Section (965-9921) administers the Tile Drainage Act and the Drainage Act (financial assistance to municipalities and farmers for the improvement of farm land) and the Agricultural Tile Drainage Installation Act (licensing of installers of tile **drainage** systems on farm land).

416-965-6967

**ENV, POLLUTION CONTROL BR MUNICIPAL AND PRIVATE** Section deals with municipal and private sewage and municipal water supply. Provides liaison with federal agencies including coordination of federal grants to municipalities for sewage and water works. Deals with regulations and standards for pollution control relating to septic tanks, boating (pleasure craft), marinas, ice huts and municipal sewage treatment plants. Specific activities include phosphorous removal at all municipal sewage treatment plants (to safeguard Great Lakes water quality), urban **drainage** management and sewage sludge use on farm land. Also is involved with policies dealing with the provision of safe drinking water. Contact regional or district offices listed in the Appendix. Inspection and approval of septic tanks is done by county or regional health units under agreement with the Crown (except in areas where no agreement is in effect, e.g., Muskoka, Parry Sound, North Bay & Ottawa-Carleton where this service is done by Ministry's regional or district offices).

416-248-3661

**TR & COMM, DESIGN & CONSTRUCTION BR** develops policy to administer provincial roads and highways construction program. Reviews, updates and develops new design and construction policies, procedures, specifications, standards and technology for use by regional designer and regional construction; monitors and analyzes their application. Provides technical construction expertise to regional offices. Supplies ministry projects with special engineering design services, detailed design of electrical facilities and **drainage** and hydrology studies. Reviews contract documents, prepares them for advertising; processes contract awards and monitors contract payments. Monitors regions to ensure that policies and procedures for administering construction contracts are met. Ministry's regional and district offices are listed in the Appendix.

**DRAINAGE BASINS**

Drainage Basins, see Env Water Resources Br Planning.

**DRAMA**

Drama, see Ontario Arts Council, Theatre

**DRINKING WATER**

416-248-3739

**ENV, POLLUTION CONTROL BR DEVELOPMENT & RESEARCH GROUP** includes: an Applied Sciences Section (248-3044), a Wastewater Treatment Section, and a Water Technology Section. The group provides: liaison with academic and research groups, dissemi-

nation of technical information and findings, technical assistance to the Planning Sections, applied environmental research on pollution, wastewater treatment and **drinking water** quality. Also provides technical support regarding the application of new technology directly to municipalities and industry and to the public through regional and district offices (see Appendix for list). Provides grants for health related environmental research and other projects from Provincial Lottery funds; write to Pollution Control Br., Development & Research Group, Min. of the Environment, 135 St. Clair Ave. W., Toronto, M4V 1P5.

416-965-6967

ENV, POLLUTION CONTROL BR MUNICIPAL AND PRIVATE Section deals with municipal and private sewage and municipal water supply. Provides liaison with federal agencies including coordination of federal grants to municipalities for sewage and water works. Deals with regulations and standards for pollution control relating to septic tanks, boating (pleasure craft), marinas, ice huts and municipal sewage treatment plants. Specific activities include phosphorous removal at all municipal sewage treatment plants (to safeguard Great Lakes water quality), urban drainage management and sewage sludge use on farm land. Also is involved with policies dealing with the provision of safe **drinking water**. Contact regional or district offices listed in the Appendix. Inspection and approval of septic tanks is done by county or regional health units under agreement with the Crown (except in areas where no agreement is in effect, e.g., Muskoka, Parry Sound, North Bay & Ottawa-Carleton where this service is done by Ministry's regional or district offices).

416-248-3196

HEALTH, LABORATORY SERVICES BR has laboratories throughout the province which perform tests to assist in diagnosis, prevention and treatment of disease. Serves doctors, hospitals, other ministries, and analyzes **drinking water** for the general public. For drinking water specimen mailing kits call local public health laboratory, (see Appendix for list; in Toronto: 248-3171).

416-965-7678

HEALTH, PUBLIC HEALTH BR PUBLIC HEALTH ENGINEERING Section collects and evaluates data on the analysis of **drinking water** and on the quality of the supply in recreational areas. Provides engineering advice on control measures for outbreak of communicable disease, on treatment of non-municipal water supply, on improper waste disposal systems, and on the design and operation of recreational camps and other facilities, housing and institutions. Issues licences to summer camps. Administers regulation regarding public swimming pools under the Public Health Act, including approval of building plans. See other sections in Health Public Health Br described separately.

## DRIVE-IN THEATRES

Drive-In Theatres, see Theatres

## DRIVER'S LICENCE

416-965-4223

ATT GEN, AUDIT SERVICES BR is responsible for the Ministry's audit functions. For a description of activities see the first entry under Audit. The branch also administers the Defaulted Fines Control Centre (**driver's licence** suspension system). Contact 965-3711, 965-9012 or 965-0296.

416-965-7523

ATT GEN, PROVINCIAL COURTS CRIMINAL DIV, METRO Toronto deal with all criminal charges under the federal and provincial statutes and by-laws of the Municipality of

Metropolitan Toronto and its boroughs (e.g. traffic violations). Parking tags issued by the Metro Police are payable at the Court offices (965-7534 if paid in person; 965-7515 if paid by mail). Summons Issuance (965-2177) issues summonses for minor criminal and liquor law violations. For inquiries re: payment of fines following conviction and **driver's licence** suspension for non-payment of fines, call 965-7537. For bail procedures to release a person from custody contact Justice of the Peace of the court's branches or the Bail Office (965-7522). Civil marriages are performed Monday to Friday, appointments to be made in person and in advance (965-7227). Contact Central Court at 60 Queen St. W. (965-7523) or area courts: Metro North (663-5440), Metro East (757-3686), Metro West (252-7891). There are four Traffic Tribunals: North York (226-5440), York (248-3705), Metro East (757-3686) and Metro West (252-7891).

416-965-1581

TR & COMM, DRIVER CONTROL OFFICE, Licensing & Control Branch ensures that Ontario drivers are competent to operate vehicles; keeps records to identify problem drivers. Runs demerit point system including driver improvement counselling; issues warnings; conducts interviews, re-examinations, and suspends and reinstates **driver's licence** as required by statute. Checks collision reports to determine need for re-examinations, medical or vision certificate. Contact regional and district offices listed in the Appendix. Re suspensions of uninsured drivers under the Motor Vehicle Accident Claims Act, call CCR Motor Vehicle Accident Claims, Tel. 963-0501. For fines non-payment call Defaulted Fines Control Centre under the Ministry of the Attorney General, Tel. 965-3711.

416-965-7143

TR & COMM, DRIVER LICENSING OFFICE, Licensing & Control Branch issues an appropriate **driver's licence** (including learners permits, renewals, replacements and corrections of licences) to all eligible applicants in Ontario. Collects and refunds appropriate fees to drivers. Maintains statistics on collisions. For driver examination contact regional or district offices listed in the Appendix; in Toronto call Central Region Licence Issuing at Queen's Park, 965-2206 or at Downsview, 248-7163.

## DRIVERS

Drivers, see also Driver's Licence

416-963-0501

CCR, MOTOR VEHICLE ACCIDENT CLAIMS FUND (MVAC) provides compensation to victims of accidents caused by **drivers** of uninsured, stolen and hit and run vehicles by administering the Motor Vehicle Accident Claims Act. Funds are received by: charging uninsured vehicle owners \$150 to register each vehicle; a \$1.00 annual assessment charged on every driver's licence issued; repayments by uninsured debtors for monies paid out on their behalf.

416-965-4456

SOL GEN, OPP, CENTRAL RECORDS & COMMUNICATIONS BR maintains a central police records centre, the Ontario Provincial Police (OPP) teletype network, and Canadian Police Information Centre (CPIC) computer terminals at OPP installations. The branch provides management information; also disseminates information to law enforcement agencies on criminal activities, suspended Ontario **drivers**, and vehicles registration. OPP district headquarters are listed in the Appendix.

416-965-1581

TR & COMM, DRIVER CONTROL OFFICE, Licensing & Control Branch ensures that Ontario **drivers** are competent to operate vehicles; keeps records to identify problem **drivers**.

Runs demerit point system including driver improvement counselling; issues warnings; conducts interviews, re-examinations, and suspends and reinstates driver's licence as required by statute. Checks collision reports to determine need for re-examinations, medical or vision certificate. Contact regional and district offices listed in the Appendix. Re suspensions of uninsured **drivers** under the Motor Vehicle Accident Claims Act, call CCR Motor Vehicle Accident Claims, Tel. 963-0501. For fines non-payment call Defaulted Fines Control Centre under the Ministry of the Attorney General, Tel. 965-3711.

416-965-7143

TR & COMM, DRIVER LICENSING OFFICE, Licensing & Control Branch issues an appropriate driver's licence (including learners permits, renewals, replacements and corrections of licences) to all eligible applicants in Ontario. Collects and refunds appropriate fees to **drivers**. Maintains statistics on collisions. For driver examination contact regional or district offices listed in the Appendix; in Toronto call Central Region Licence Issuing at Queen's Park, 965-2206 or at Downsview, 248-7163.

416-248-3548

TR & COMM, PROGRAM DEVELOPMENT BR determines regulatory program needs of **drivers** and private and commercial vehicles by conducting an annual evaluation of their performance. Develops new programs and strategies to meet Ontario's social, economic, environmental and technological needs. Establishes standards for **drivers** and vehicles. Negotiates licence-plate reciprocity agreements (commercial vehicles) with the United States and other Canadian jurisdictions and provides information and liaison on matters relating to government policies concerning the highway carrier industries. Manages the vehicle equipment approval program and investigates accidents in which condition of vehicles may have been contributory factor. Develops and modifies procedures for safety standards enforcement. Prepares drafts for proposed legislation and regulations.

416-248-7191

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the **Drivers & Vehicles Research Program** improves safety and operational efficiency of road transportation by studying driver, vehicle and roadway operating characteristics, i.e., effectiveness of seat belt legislation and lowered speed limits, drinking and driving, driver education. Improves public transit service acceptability by studying rider attitudes, preferences and behaviour concerning conventional modes of transportation. Studies social impact of ministry undertakings through citizen involvement procedures. This includes effect of noise, impact of constructing new roads and highways and effect of energy future.

## DRUG ADDICTS

416-965-2376

COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION (Social Services) aims to develop or restore the work capacity of the physically or mentally handicapped. Assesses handicapped person's abilities & limitations, counsels the person through the rehabilitation process, assists in gaining employment and provides restorative assistance (e.g. prosthetics) needed to restore useful physical functioning. Shares with municipalities work activity project costs (to enable handicapped to be self-sufficient). Provides capital & operating grants to rehabilitation workshops & operating grants & debt retirement (e.g., payment of mortgages) assistance to half-way houses & group homes for the physically & mentally handicapped & former inmates, etc. & for some centres for alcoholics & **drug addicts**. Contact regional, area & local offices (see Appendix). In Metro Toronto contact the Area Office, 965-9943 or Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-595-6100

HEALTH, ADDICTION RESEARCH FOUNDATION (ARF) conducts research and demonstration treatment, provides educational and consultative services, and publishes material in the field of alcohol and drug addiction. Information is available about various social services for people concerned with psychoactive drugs including alcohol. The library of the Addiction Research Foundation has an extensive collection of research reports, books and audio-visual material and is open to the public (Tel. 595-6144). Inpatient and outpatient treatment for alcoholics and **drug addicts** and abusers is available through the Clinical Institute (595-6021), an 80-bed research and teaching hospital affiliated with University of Toronto. Regional ARF offices assist communities in the development of preventive and treatment services.

## DRUG BENEFIT

416-965-6685

HEALTH, DRUGS & THERAPEUTICS, Health Programs Division is responsible for quality assurance of Ontario's **Drug Benefit** and PARCOST (Prescriptions At A Reasonable Cost) programs. Selects and assesses drugs listed in the **Drug Benefit** Formulary & PARCOST Comparative Drug Index for safety, quality and therapeutic value. Drugs listed in this publication also serve as the list of benefits for Ontario **Drug Benefit**. Advises the Ministry of Health, Ontario government and institutions, professional groups, pharmaceutical industry and the general public on matters which relate to pharmaceuticals, pharmacology, therapeutics, and the practice of pharmacy. Sets standards of quality and cost/benefit for pharmaceuticals in nursing homes, Homes for the Aged, hospitals and government institutions. See also Health PARCOST Program.

416-965-9337

HEALTH, ONTARIO DRUG BENEFIT (ELIGIBILITY). Selected prescribed drugs are provided free to senior citizens (65 or older) who receive Old Age Security (OAS) or who have resided in Ontario for the past 12 months and are Canadian citizens or landed immigrants; to recipients of Family Benefits (FBA), General Welfare (GWA) and vocational rehabilitation assistance and Homes for Special Care and Extended Health Care benefits. The numbered Ontario Senior Citizens' Privilege Card entitles eligible patients to **drug benefit**. Federal OAS pensioners automatically get this card; those over 65 who are not OAS pensioners must apply. Forms available at most pharmacies or write: Ministry of Health, Drug Benefit, Box 21000, Station A, Toronto M5W 1Y5. FBA (includes the blind and disabled), GWA and other recipients are issued monthly cards. Drugs must be listed in the Drug Benefit Formulary (for quality and cost control), prescribed by a doctor or a dentist and obtained in Ontario.

416-965-9451

HEALTH, ONTARIO DRUG BENEFIT UNIT, Health Insurance Division is responsible for program management of Ontario's **Drug Benefit** program. Publishes and distributes the Ontario **Drug Benefit** Formulary and PARCOST Comparative Drug Index, a prescribing guide for doctors and dispensing aid for pharmacists. When prescribed by an Ontario doctor or dentist, drugs in the Formulary are available free to **Drug Benefit** recipients. Advises the Ministry, government agencies and institutions, professional groups, the pharmaceutical industry and public on all matters related to Ontario **Drug Benefit** and provides liaison re pharmaceutical services in nursing homes, Homes for the Aged, hospitals, government institutions.

416-965-6685

HEALTH, PARCOST (Prescriptions At A Reasonable Cost) PROGRAM is administered by Drugs and Therapeutics, Health Programs Division. Pharmacists who voluntarily participate in PARCOST agree to dispense prescriptions at no more than the cost of the drugs listed in the PARCOST Comparative Drug Index **Drug Benefit** Formulary plus a professional dispensing fee which is negotiated with the Ontario Government. Drugs listed are assessed by the Drugs and Therapeutics Program for safety, quality and therapeutic value. This same publication also serves as the list of drugs which are provided as benefits under Ontario **Drug Benefit**.

## DRUGS

COMM SOC, ADULT SERV DIV, FAMILY BENEFITS PROGRAM (Income Maintenance) provides financial assistance to persons who are in need for a prolonged period of time. It is intended for mothers raising children alone, the disabled, the blind, permanently unemployable fathers or single persons, foster children and qualified elderly women over 60. If need is shown a monthly allowance and other benefits (health insurance, prescribed **drugs**, dental care, eyeglasses, hearing aids) are provided. The allowance for the disabled and the blind is also known as GAINS-D (Guaranteed Annual Income System, Disabled). To apply for family benefits contact ministry's Area and Local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South West, 763-3631; South East, 362-6111.

COMM SOC, ADULT SERV DIV, GENERAL WELFARE ASSISTANCE (GWA) PROGRAM (Income Maintenance) provides short-term financial assistance to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities & Indian Band Councils or by the Province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance (welfare) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed **drugs**, dental care, prosthetics (incl. eyeglasses, hearing aids) & for burials. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS A (Senior citizens), GAINS D (blind & disabled). Incentive Allowances are paid to those under a work activity project. Contact municipal welfare offices, Indian Band Councils and in unorganized territories Comm Soc area office (see Appendix).

COMM SOC, CHILDREN'S SERV DIV, INSTITUTIONS. Under The Children's Institutions Act and The Charitable Institutions Act, the Division may provide charitable organizations and social agencies with capital and operating grants and subsidies, and supervision and consultation to homes for children and youth (juveniles) whose parents are facing family crises, who are emotionally disturbed, delinquent or who abuse the use of **drugs**, or who need help to live independently in the community; and for homes for unmarried mothers. Under the Children's Residential Services Act establishes standards in all children's residential care programs and issues licences to individuals or groups operating group homes for three or more children. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-595-6100

HEALTH, ADDICTION RESEARCH FOUNDATION (ARF) conducts research and demonstration treatment, provides educational and consultative services, and publishes material in the field of alcohol and drug addiction. Information is available about various social services for people concerned with psychoactive **drugs** including alcohol. The library of the Addiction Research Foundation has an extensive collection of research reports, books

and audio-visual material and is open to the public (Tel. 595-6144). Inpatient and outpatient treatment for alcoholics and drug addicts and abusers is available through the Clinical Institute (595-6021), an 80-bed research and teaching hospital affiliated with University of Toronto. Regional ARF offices assist communities in the development of preventive and treatment services.

416-965-6685

**HEALTH, DRUGS & THERAPEUTICS**, Health Programs Division is responsible for quality assurance of Ontario's Drug Benefit and PARCOST (Prescriptions At A Reasonable Cost) programs. Selects and assesses **drugs** listed in the Drug Benefit Formulary & PARCOST Comparative Drug Index for safety, quality and therapeutic value. **Drugs** listed in this publication also serve as the list of benefits for Ontario Drug Benefit. Advises the Ministry of Health, Ontario government and institutions, professional groups, pharmaceutical industry and the general public on matters which relate to pharmaceuticals, pharmacology, therapeutics, and the practice of pharmacy. Sets standards of quality and cost/benefit for pharmaceuticals in nursing homes, Homes for the Aged, hospitals and government institutions. See also Health PARCOST Program.

416-965-9337

**HEALTH, ONTARIO DRUG BENEFIT (ELIGIBILITY)**. Selected prescribed **drugs** are provided free to senior citizens (65 or older) who receive Old Age Security (OAS) or who have resided in Ontario for the past 12 months and are Canadian citizens or landed immigrants; to recipients of Family Benefits (FBA), General Welfare (GWA) and vocational rehabilitation assistance and Homes for Special Care and Extended Health Care benefits. The numbered Ontario Senior Citizens' Privilege Card entitles eligible patients to drug benefit. Federal OAS pensioners automatically get this card; those over 65 who are not OAS pensioners must apply. Forms available at most pharmacies or write: Ministry of Health, Drug Benefit, Box 21000, Station A, Toronto M5W 1Y5. FBA (includes the blind and disabled), GWA and other recipients are issued monthly cards. **Drugs** must be listed in the Drug Benefit Formulary (for quality and cost control), prescribed by a doctor or a dentist and obtained in Ontario.

416-965-9451

**HEALTH, ONTARIO DRUG BENEFIT UNIT**, Health Insurance Division is responsible for program management of Ontario's Drug Benefit program. Publishes and distributes the Ontario Drug Benefit Formulary and PARCOST Comparative Drug Index, a prescribing guide for doctors and dispensing aid for pharmacists. When prescribed by an Ontario doctor or dentist, **drugs** in the Formulary are available free to Drug Benefit recipients. Advises the Ministry, government agencies and institutions, professional groups, the pharmaceutical industry and public on all matters related to Ontario Drug Benefit and provides liaison re pharmaceutical services in nursing homes, Homes for the Aged, hospitals, government institutions.

416-965-6685

**HEALTH, PARCOST (Prescriptions At A Reasonable Cost) PROGRAM** is administered by Drugs and Therapeutics, Health Programs Division. Pharmacists who voluntarily participate in PARCOST agree to dispense prescriptions at no more than the cost of the **drugs** listed in the PARCOST Comparative Drug Index Drug Benefit Formulary plus a professional dispensing fee which is negotiated with the Ontario Government. **Drugs** listed are assessed by the Drugs and Therapeutics Program for safety, quality and therapeutic value. This same publication also serves as the list of **drugs** which are provided as benefits under Ontario Drug Benefit.

416-965-4094

HEALTH, PROGRAM ADVISORY BR, COMMUNICABLE DISEASES Section controls communicable disease by collecting data and keeping local Public Health Officers aware of disease trends. Provides Medical Officers with **drugs** for immunization and for treatment of leprosy, and with rabies vaccine and snake antivenin. Provides supplementary field service when necessary to prevent and control disease. See also other sections in Health Program Advisory Br described separately.

416-965-2161

HEALTH, PROGRAM ADVISORY, HOME CARE PROGRAM provides health services at the local level to insured Ontario residents in their home upon recommendation of a doctor. Services include nursing, physiotherapy, occupational therapy, medical and social work, **drugs** and medical supplies, meals-on-wheels, and homemaking. Contact Queen's Park or local Board of Health.

416-965-8114

SOL GEN, OPP, SPECIAL INVESTIGATIONS BR provides assistance to Crown attorneys and law enforcement agencies including Chiefs of Police and other government agencies. Drug Enforcement Section (965-8114) conducts investigations concerning the suppression of illegal **drugs**. Liquor Laws Enforcement Section (965-8114) conducts investigations relating to liquor licencing and liquor law infractions. Anti-Gambling Section (965-8114) deals with control of gambling and improprieties in Thoroughbred and Standardbred horse racing. Also is involved with control of pornography (965-1736). Auto Theft Section (965-8049) conducts investigations concerning all thefts of motor vehicles including organized vehicle theft rings and expert vehicular (or parts) identification. OPP district headquarters are listed in the Appendix.

## DUMPS

Dumps, see Waste Disposal Sites

## EASEMENTS

Easements, see Rights of Way

## ECONOMIC

416-965-1064

AG & FOOD, ECONOMICS BR undertakes research into **economic** aspects of agriculture including production, marketing, land use planning, rural sociology, statistics.

416-487-6142

CULT & REC, ONTARIO HISTORICAL STUDIES SERIES Project produces comprehensive, scholarly and readable books on the historical development of Ontario. The series is divided into six parts: Bibliography of Ontario History; Biographies of major Premiers; Historical Atlas; Theme studies on aspects of Ontario's **economic**, social, political and cultural development; General history; and Oral history featuring interviews with people who have played a key role in Ontario's development. The series receives financial support from the Ministry of Culture and Recreation.

416-965-1417

NORAFFAIRS, POLICY DEVELOPMENT BR provides the ministry with policy development by evaluating, analyzing and suggesting alternatives for provincial policies for improved **economic**, social and community conditions in Northern Ontario; maintains policy

liaison within the ministry and across the government; establishes priorities for research and policy development; monitors effectiveness of programs in the north.

416-248-3634

TR & COMM, ECONOMIC POLICY OFFICE develops **economic** policies for the transportation sector. Provides transport or shipping advice to small business and produces a monthly newsletter on transport development. Divided into three sections: Modal Studies (248-3744); Forecasting (248-3756); and Pricing and Market Studies (248-3634).

416-965-7078

TREAS ECON, CENTRAL STATISTICAL SERVICES supplies statistical services to individual ministries and to the central agencies of the Ontario Government to assist in planning and policy formulation. Coordinates activities with Statistics Canada and other statistical agencies. Publishes selected social and **economic** statistical reports through the Ontario Government bookstore. Provides a general statistical information service to the public and to ministries in the fields of population, social and **economic** statistics (965-7078); demographic estimates and projections, Ontario Economic Accounts and specialized social and **economic** statistical studies (965-2217) as well as providing statistical survey and advisory services (965-3792).

416-954-5454

TREAS ECON, ECONOMIC ANALYSIS BR monitors **economic** and social developments in Ontario, Canada and elsewhere. Provides provincial government with consultative services on short-term consequences for Ontario of proposals from government and the public. Studies include natural resources, transportation, energy and labour aspects.

416-965-7061

TREAS ECON, ECONOMIC DEVELOPMENT BR functions include: development and recommendation of **economic** development policies concerning the broad strategies for the five planning regions in Ontario; analysis of specific **economic** development proposals and issues with significant regional impact and the development of appropriate policy options; analysis of sectors with major **economic** and regional development significance; coordination of negotiations with the Department of Regional Economic Expansion on behalf of the Province; project development, analysis and monitoring for the Regional Priority Budget in Southern Ontario.

416-965-2999

TREAS ECON, **ECONOMIC POLICY** BR conducts research and develops **economic** policy strategies in the areas of industry development, anti-inflation, energy, international trade, competition, and manpower policy and short and medium-term industrial and **economic** forecasts.

416-965-4315

TREAS ECON, ONTARIO ECONOMIC COUNCIL (OEC) undertakes research and policy studies to encourage the optimum development of the human and material resources of Ontario and to support the advancement of all the sectors of the province. Studies concentrate on a wide range of **economic** problems in such fields as education, health, manpower, social security and urban affairs as well as government regulation, intergovernmental relations and macroeconomic policy. Areas of study are established as a result of liaison with the public and private sectors. The Council achieves its goals by sponsorship of research projects, publication of studies, and organization of the Outlook and Issues conferences and seminars. Its annual report details research publications and work in progress. Operates a library.

**ECONOMIC RESEARCH**

Economic Research, see Ontario Economic Council.

**EDIBLE OILS**

416-965-2411

**AG & FOOD, FARM PRODUCTS QUALITY BR, MILK INDUSTRY** Section undertakes programs to ensure that milk marketed in Ontario is produced under acceptable sanitary conditions and meets quality standards. Provides for inspection of all dairy farms and monthly testing of raw milk. Issues licences to and arranges for training and inspecting the work of milk and cream graders and testers, bulk tank milk graders, buttermakers and cheesemakers. Issues licences and regulates plants manufacturing milk products, oleomargarine and **edible oils**. The laboratory in Guelph analyzes all samples for butterfat, protein and lactose and reports results to the Ontario Milk Marketing Board for determining payment to producers. Conducts regular milk utilization audits.

**EDUC BUDGET SERVICES BR**

416-965-5342

**EDUC, BUDGET SERVICES BR** is responsible for preparation of multi-year plan and preparation and coordination of annual estimates. Monitors expenditure trends and provides analytical support services to the Ministry.

**EDUC CENTRAL SERVICES BR**

416-965-6407

**EDUC, CENTRAL SERVICES BR, Administrative Services Section (965-2308)** provides Ministry branches with support services (see first entry under Administrative Services for description of functions). The branch operates ministry public information programs (as described in the first entry under Information Service), publishes 'Dimensions' which is distributed to all schools in Ontario (965-1230), and operates the ministry library (965-4583). Public information services include providing information on ministry programs such as the Heritage Language Program (provision by school boards of non-official languages instruction in addition to the regular school program), the French as a Second Language and French as a Minority Language programs.

**EDUC CORRESPONDENCE EDUCATION BR**

416-965-2657

**EDUC, CORRESPONDENCE EDUCATION BR** provides Ontario residents with a program of elementary school correspondence courses (Grades 1-8) and secondary school correspondence courses (over a wide range of subjects). The courses are free of charge and available throughout the year. Certificates (diplomas) given to students upon successful completion of courses have the same value as certificates issued for completion of courses in Ontario elementary and secondary schools. For details about courses and eligibility for enrolment telephone 965-2657 or visit or write to Correspondence Education Branch, 909 Yonge Street, Toronto M4W 3G2; or contact Ministry Regional Offices, listed in the Appendix.

**EDUC COUNCIL ON FRENCH LANGUAGE SCHOOLS**

416-965-2190

**EDUC, COUNCIL ON FRENCH LANGUAGE SCHOOLS** ensures the continuing development of education for French speaking students in Ontario. The Council advises the

Minister and the Deputy Minister of Education on all matters pertaining to French language schools.

## **EDUC CURRICULUM BR**

416-965-5982

EDUC, CURRICULUM BR produces curriculum guidelines, resource material and circulars for use in Ontario from Kindergarten to Grade 13, and annotated lists of Canadian materials for use with above guidelines. Initiates and coordinates curriculum input to the ministry and implements curriculum policies. Administers the Book Purchase Plan which provides copies of newly approved textbooks to schools. Implements metric conversion in primary and secondary schools. Administers the ministry's Canadian Learning Materials Fund which enables publishers, media producers, non-profit organizations and individuals to develop new Canadian learning materials. Promotes community use of schools. Supports elementary and secondary school broadcasts and related services through liaison with the Ontario Educational Communications Authority (OECA). Develops materials for courses about and for native peoples.

## **EDUC EDUCATION DATA PROCESSING BR**

416-965-6669

EDUC, EDUCATION DATA PROCESSING BR provides data processing services to the ministry and, through a cooperative remote job entry network, to a broad segment of the provincial educational community. Is responsible for systems development and maintenance for the ministry, some boards of education and schools. Systems include: the Student Guidance Information Service which offers career and educational planning information to students, the Student Scheduling System to test the viability of class scheduling timetables, the Personnel Payroll Administration System for school boards, and statistical and administrative systems for the ministry.

## **EDUC FINANCIAL MANAGEMENT BR**

416-965-2611

EDUC, FINANCIAL MANAGEMENT BR, besides the normal functions of financial management (965-2611) and accounting (965-2612) (see first entry under Accounting), collects outstanding loans made under the Ontario Student Aid Loan Plan, a student aid program discontinued in 1964. Also collects fees for teachers' colleges and summer courses offered to teachers and for duplicates of students' transcripts and teachers' certificates.

## **EDUC INFORMATION SYSTEMS & RECORDS BR**

416-965-2624

EDUC, INFORMATION SYSTEMS & RECORDS BR is in charge of: issuance of certificates to elementary and secondary school teachers (965-2600), evaluation of teaching qualifications (965-6126), evaluation of foreign educational documents of landed immigrants for employment or study at the elementary and secondary school levels (965-1356), admission of teachers to Ministry summer courses (965-4487), secondary school diplomas and scholarships (965-7291), transcripts of student records (965-7291), transcripts of training courses for teachers (965-2600), and cataloguing of private schools (965-6802). Provides coordination, research and evaluation of management information gathered from school boards, schools, teachers and students (965-6802). Compiles, analyzes and disseminates statistics relating to all aspects of education (965-2660). Coordinates the ministry's French language services (965-5481).

**EDUC LANGUAGES OF INSTRUCTION COMMISSION**

416-965-3155

EDUC, LANGUAGES OF INSTRUCTION COMMISSION of Ontario was established to help resolve disputes between school boards and parents over the provision of education programs in the language of a minority group, French or English as the case may be.

**EDUC PERSONNEL BR**

416-965-2222

EDUC, PERSONNEL BR performs the personnel functions for the Ministry of Education. For a description of branch activities, see first entry under Personnel.

**EDUC PROFESSIONAL DEVELOPMENT BR**

416-965-2667

EDUC, PROFESSIONAL DEVELOPMENT BR administers summer courses for teachers (965-2664) and coordinates teachers' winter courses which are sponsored by local school boards and approved by regional offices (965-2450). Arranges exchanges for teachers and school board personnel within Ontario and across Canada (965-9667). Administers examination of supervisory officers after completion of pre-service and in-service training (965-9672). Provides financial assistance for French language professional development activities for teachers (965-9667). Provides staff training and development to ensure improvement and advancement of Ministry personnel (965-2680).

**EDUC REGIONAL SERVICES**

416-965-5606

EDUC, REGIONAL SERVICES inform school systems about Ministry programs and policies on education and ensure that these policies are carried out. Inform the Ministry about activities and issues in school systems; make recommendations for action and policy formulation. Assist school boards to develop means of evaluating their programs; offer program administration support to those boards whose size precludes an administrative structure. Maintain liaison with the public, universities, faculties of education, other ministries and related bodies. Administer programs and policies delegated to regional directors. There are six Regional Offices in Ontario, see list in the Appendix.

**EDUC RESEARCH & EVALUATION BR**

416-965-9665

EDUC, RESEARCH & EVALUATION BR disseminates education research results to school boards and to the public. May provide contracts for education research proposed by qualified researchers in Ontario educational organizations (965-3141). Publishes research findings on Ministry research contracts through the Ontario Government Bookstore. Develops and coordinates educational evaluation systems.

**EDUC SCHOOL BUSINESS & FINANCE BR**

416-965-5624

EDUC, SCHOOL BUSINESS & FINANCE BR sets standards for, advises on, and supervises audits of financial documents of school boards. Determines how provincial grants to local boards will be distributed. Provides architectural advice to all boards and to ministry on building needs, for construction of elementary and secondary schools. Conducts research in energy conservation in schools.

**EDUC SPECIAL EDUCATION BR**

416-965-2663

EDUC, SPECIAL EDUCATION BR advises Minister on program policy regarding the education of exceptional students in elementary and secondary schools and schools for trainable retarded; provides liaison with professional and parent groups and government agencies regarding programs for exceptional students. Provides counselling, resources and guidelines to school boards for special education programs operated by local school systems, and to faculties of education which offer courses in special education. Operates residential school programs in schools for the blind and deaf; in developmental centre schools for the retarded, developmentally handicapped or emotionally disturbed; in training centres for juveniles and for children with severe learning disabilities. Operates a teacher education centre in Belleville for teachers of the deaf. These residential schools also serve as resource centres for local school boards establishing local day school programs for exceptional students (965-9222).

**EDUC STUDENT ACTIVITIES & SPECIAL PROJECTS**

416-965-5620

EDUC, STUDENT ACTIVITIES & SPECIAL PROJECTS BR encourages educational and cultural exchanges of students and teachers (965-5635) and may provide grants for these projects. Projects include: Educational Exchange Programs and Ontario-Quebec School Twinning (965-5989), Ontario Young Travellers (965-5605), School Twinning Programs, e.g. Project Canada, Project School-to-School, Teacher Exchange Programs (965-1129) and Experience Programs (965-6329). Administers the Second-Language Monitor Program which encourages bilingual university students to act as teaching monitors to teachers of French or English as a second language (965-5996). Operates the Ontario Student Leadership Centre which accepts secondary school students for leadership training courses (965-6410). The Student Guidance Information Service (965-9676) provides computerized career and institutional information to schools. The branch prepares guidance documents and Ontario Student Record material.

**EDUC SUPERVISION & LEGISLATION BR LEGISLATION**

416-965-2060

EDUC, SUPERVISION & LEGISLATION BR, LEGISLATION Section, besides providing legal services to the Ministry of Education, provides information and advice to school boards, municipalities, teachers and the public about education statutes (e.g. provision of French language education) that affect their rights, duties and responsibilities.

**EDUC SUPERVISION & LEGISLATION BR SUPERVISION**

416-965-2228

EDUC, SUPERVISION & LEGISLATION BR, SUPERVISION Section serves as a main channel of communication between the Ministry and schools (e.g. private schools, correctional and National Defence Schools), organizations of teachers, principals, trustees and school officials. Advises them on all aspects of school administration. The office of the Provincial School Attendance Counsellor is located at this branch.

**EDUC TEACHER EDUCATION BR**

416-965-1341

EDUC, TEACHER EDUCATION BR approves and supervises programs of teacher education offered by teacher education institutions and administers Ontario Teacher

Education College (Hamilton & Toronto). Sets policy concerning regulations relating to certification of teachers, vice-principals and principals.

## EDUC TEACHERS SUPERANNUATION COMMISSION

416-226-2700

EDUC, TEACHERS SUPERANNUATION COMMISSION provides pensions for teachers upon retirement or early retirement because of physical or mental disability. Also provides income to widowed spouse or orphans of deceased teachers.

## EDUCATION

Education, Ministry of, see EDUC Branch Name. See also Colleges, Universities.

## EDUCATION DOCUMENTS

Education Documents, evaluation of, see Educ Information Systems & Records Br.

## EDUCATION RELATIONS COMMISSION

416-922-7679

EDUCATION RELATIONS COMMISSION (ERC) was established in 1975 to administer the collective bargaining process between teachers and school boards and to further harmonious relations between the parties. Monitors and assists in negotiations, supervises teachers' votes and advises the Lieutenant Governor in Council when a strike or a lockout is jeopardizing the students' education.

## EDUCATION RESEARCH

416-965-9665

EDUC, RESEARCH & EVALUATION BR disseminates **education research** results to school boards and to the public. May provide contracts for **education research** proposed by qualified researchers in Ontario educational organizations (965-3141). Publishes research findings on Ministry research contracts through the Ontario Government Bookstore. Develops and coordinates educational evaluation systems.

## EDUCATIONAL EXCHANGES

Educational Exchanges, see Exchanges.

## EDUCATIONAL TELEVISION

416-484-2600

CULT & REC, OECA. The Ontario Educational Communications Authority, an autonomous provincial Crown corporation, administers educational broadcasting in Ontario. OECA designs & produces TV-based learning systems for pre-school, in-school, teacher & adult learners. OECA operates an **educational television** network, TVOntario, with outlets in Toronto (Channel 19), Ottawa (Channel 24), Kitchener (Channel 28), London (Channel 18), Chatham (Channel 19), Windsor (Channel 32), Thunder Bay (Channel 9), Sudbury (Channel 19), & Sault Ste. Marie (Channel 20). Other surrounding areas receive full TVOntario service on local cable system. TVOntario broadcast day extends for 16 hours. OECA operates the Provincial Broadcast Service for two to three hours per day using facilities of CBC, its affiliates & private stations; provides a cable package for viewers in areas not reached by TVOntario; & distributes video & audio tapes. Publications, e.g., TVO & school schedules info available on request.

**EFFLUENTS**

Effluents, see Waste

**ELDERLY**

Elderly, see Senior Citizens

**ELDERLY PERSONS CENTRES**

Elderly Persons Centres provide social, recreational and other services for elderly persons. The Centres are funded under the Elderly Persons' Centres Act. For further information see Comm Soc Adult Serv Div Senior Citizens.

**ELECTION**

416-965-0455

**COMMISSION ON ELECTION CONTRIBUTIONS & EXPENSES** administers the **Election Finances Reform Act** which provides for registration of political parties and constituency (riding) associations active in Ontario, and candidates in a provincial **election**. Limits political contributions to, and period of advertising and advertising expenses of, registered parties, constituency associations and candidates during a provincial **election** campaign. Provides subsidies to candidates with respect to campaign expenses incurred. Requires filing of audited campaign period statements of receipts & expenses by political parties, constituency associations and candidates, and audited annual financial statements, including statements of assets and liabilities by political parties and constituency associations.

416-965-6831

**LEGISLATIVE ASSEMBLY, ONTARIO ELECTION OFFICE** conducts any provincial **election** under the Ontario Election Act. Coordinates appointment, training and payment of **election** officials and coordinates arrangements for rentals, equipment and supplies for polling places at an **election**. Directs and supervises local Returning Officers in each of 125 electoral districts. Provides and publishes historical information relating to provincial elections, legislatures, cabinets and political candidates. Maintains an Index of Provincial Electoral Districts by street name and number to assist persons who wish to know their electoral district and the name, telephone number and contact address of their Member of Provincial Parliament (MPP).

**ELECTORAL DISTRICTS**

416-965-6831

**LEGISLATIVE ASSEMBLY, ONTARIO ELECTION OFFICE** conducts any provincial election under the Ontario Election Act. Coordinates appointment, training and payment of election officials and coordinates arrangements for rentals, equipment and supplies for polling places at an election. Directs and supervises local Returning Officers in each of 125 **electoral districts**. Provides and publishes historical information relating to provincial elections, legislatures, cabinets and political candidates. Maintains an Index of Provincial **Electoral Districts** by street name and number to assist persons who wish to know their electoral district and the name, telephone number and contact address of their Member of Provincial Parliament (MPP).

**ELECTRIC POWER PLANNING**

Electric Power Planning, see Royal Commission on Electric Power Planning.

**ELECTRICAL ENERGY**

416-965-7021

ENERGY, CONVENTIONAL ENERGY PROGRAM is responsible for conventional energy policy development in the areas of crude oil, natural gas, coal, uranium, petro-chemicals and petroleum products and **electrical energy** including nuclear power. For information on the general role of this ministry see Energy The Ministry of Energy.

416-592-5111

ONTARIO HYDRO supplies energy (**electrical energy**) to the people of Ontario indirectly through 334 associated municipal utilities, and directly to more than 775,000 rural customers. The Ontario Hydro Electrical Inspection Program (Tel. 592-3721) provides technical guidance to consultants, contractors, architects, manufacturers and customers on problems concerning installation of electrical equipment and adherence to the Electrical Safety Code Book. Its Rural Electrical Service and Billing Inquiry Program (Tel. 592-3731) answers inquiries on service policy and practices from rural clientele. Operates a nuclear Communications Centre in Pickering (839-0465) to provide educational information to the public on nuclear power. Ontario Hydro reports to the Legislature through the Minister of Energy. Ontario Hydro regional offices are listed in the Appendix.

416-965-2111

ROYAL COMMISSION ON ELECTRIC POWER PLANNING was established in 1975 to inquire into the long-range planning of Ontario's electric power system. It examined the long-range planning concepts of Ontario Hydro and related them to the broad range of provincial planning, the use of **electrical energy** and to environmental, energy and socio-economic factors. Conclusions on nuclear power are included in the Commission's Sept. 1978 interim report. Its final report is due in Oct. 1979. Operates a Library and Information Centre. To obtain materials and submissions from previous hearings, contact the Royal Commission office at 14 Carlton Street, 7th Floor, Toronto, M5B 1K5. Reports to the Legislature through the Provincial Secretary for Resources Development.

**ELECTRICIAN**

Electrician, see Coll Univ Industrial Training Br Trades.

**ELEVATING DEVICES**

416-965-4111

CCR, ELEVATING DEVICES BR inspects and licenses **elevating devices** including elevators, escalators, dumbwaiters, moving walks, platform lifts and ski lifts to ensure safety. Reviews and approves designs of new installations and major alterations. Investigates accidents and complaints of unsafe conditions or improper use of **elevating devices**. Registers contractors involved in maintenance and monitors their performance.

**EMBALMERS**

416-963-0511

CCR, CEMETERIES BR administers the Cemeteries Act which regulates the operations of commercial and non-profit cemeteries, burial grounds, church yards, mausolea, crematoria and columbaria. The branch also answers inquiries and investigates complaints about cemeteries and burials. Contact Queen's Park or regional offices listed in the Appendix. For inquiries about funeral directors and **embalmers**, call the Registrar of the Board of Funeral Services, First Floor, 25 Grosvenor St., Toronto, 921-5164. The Board operates under the Funeral Services Act, administered by the Ministry of Health.

**EMISSIONS**

Emissions, see Pollution

**EMOTIONALLY DISTURBED**

COMM SOC, CHILDREN'S SERV DIV, INSTITUTIONS. Under The Children's Institutions Act and The Charitable Institutions Act, the Division may provide charitable organizations and social agencies with capital and operating grants and subsidies, and supervision and consultation to homes for children and youth (juveniles) whose parents are facing family crises, who are **emotionally disturbed**, delinquent or who abuse the use of drugs, or who need help to live independently in the community; and for homes for unmarried mothers. Under the Children's Residential Services Act establishes standards in all children's residential care programs and issues licences to individuals or groups operating group homes for three or more children. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

COMM SOC, CHILDREN'S SERV DIV, MENTAL HEALTH SERVICES, under the Children's Mental Health Centres Act, authorizes the establishment, funding, issuing of licences, and setting of standards of Children's Mental Health Centres serving **emotionally disturbed** children and youth. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-965-2663

EDUC, SPECIAL EDUCATION BR advises Minister on program policy regarding the education of exceptional students in elementary and secondary schools and schools for trainable retarded; provides liaison with professional and parent groups and government agencies regarding programs for exceptional students. Provides counselling, resources and guidelines to school boards for special education programs operated by local school systems, and to faculties of education which offer courses in special education. Operates residential school programs in schools for the blind and deaf; in developmental centre schools for the retarded, developmentally handicapped or **emotionally disturbed**; in training centres for juveniles and for children with severe learning disabilities. Operates a teacher education centre in Belleville for teachers of the deaf. These residential schools also serve as resource centres for local school boards establishing local day school programs for exceptional students (965-9222).

**EMPLOYEE BENEFITS**

Employee Benefits (Ontario Public Service), see Civ Serv Benefits Policy Br, also Govt Serv Employee Benefits Br.

**EMPLOYEE RELOCATION**

416-965-2155

GOVT SERV, REALTY SERVICES BR is responsible for the appraisal, negotiation and surveys required in the acquisition and sale of real estate for most ministries, including land required for construction programs. Appraises, negotiates and acquires leased accommodation (965-4777). Handles interim management of government property and disposes of such through sale or lease (965-2040). Assists employees of the Ontario Public Service transferred to other locations in Ontario in selling their homes under the Home Owner **Employee Relocation Plan** (phone: 965-3444). Maintains an inventory of government-owned land, buildings, leases and accommodation (965-6745).

**EMPLOYEES**

Employees, see also Manpower.

416-965-7161

LABOUR, CONSTRUCTION HEALTH & SAFETY BR is concerned with protecting the occupational health and safety of **employees** in the construction industry, including work on buildings, streets, sewers, water mains, underground work, and work under compressed air. The Branch periodically inspects construction sites, investigates refusals to work under unsafe conditions, and investigates fatalities and serious accidents. Provides consultative services to all involved in the construction industry, e.g. labour, management, contractors, designers. Safety publications are available. Contact Queen's Park or district offices listed in the Appendix. See also Labour Mining Health & Safety Br, Labour Industrial Health & Safety Br.

416-965-5251

LABOUR, EMPLOYMENT STANDARDS BR sets and enforces standards of wages and working conditions in Ontario, including minimum wage, overtime pay, vacation pay, hours of work, public holidays, maternity leave, equal pay for equal work, termination of employment and equal benefits. May also collect unpaid wages on behalf of **employees**. Provides means for **employees** and employers to jointly petition Government for a schedule of wages and working conditions for their particular industry or trade. Also regulates and issues licences to employment agencies (965-0631). Provides for setting of wages rates and working conditions for construction industry and maintenance workers employed on government contracts. Employment Adjustment Services (965-3303) provides consulting services to employers and **employees** on termination of employment legislation and on adjustment programs available in situations of mass terminations of employment. Contact regional offices listed in the Appendix.

416-224-1606

LABOUR, INDUSTRIAL HEALTH & SAFETY BR is concerned with protecting the occupational health and safety of **employees** in industry including the logging industry. (For the construction and mining industries, see Labour Construction Health & Safety Br and Labour Mining Health & Safety Br). This branch encourages employers and **employees** to assume primary responsibility for occupational health and safety programs by establishing Internal Responsibility Systems and consulting with them so problems are recognized and ongoing safety programs are established. Periodically inspects industrial establishments and logging sites; investigates refusals to work under unsafe conditions; investigates fatalities and serious accidents. Reviews plans for new buildings and alterations to existing ones to check occupational health and safety hazards. Head Office at 400 University Ave., 9th floor (965-4125) is responsible for overall program implementation. For inquiries contact district offices listed in the Appendix (In Metro Toronto, 224-1606).

416-965-3211

LABOUR, OCCUPATIONAL HEALTH BR provides a consulting service in occupational health to ministries and to industry. Occupational Health Medical Service (965-3610) provides consultation on medical & nursing services to those who provide in-plant health care facilities & a healthful working environment for **employees**. Occupational Health Engineering Serv. (965-4066) provides consultation to operating branches of the Occupational Health & Safety Division & to industry; visits plants & sites to identify & assess health hazards from exposure to chemical, physical & biological agents and to recommend control measures. Industrial Chest Disease Serv. (965-4075) deals with identification & prevention of respiratory diseases from occupational exposure to hazardous agents. Occupational Health Laboratory

Serv. (965-7925) performs chemical analyses of biological specimens, air samples, industrial materials.

416-965-4151

LABOUR, ONTARIO LABOUR RELATIONS BOARD administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for employers & **employees** in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for **employees** in hospitals; Colleges Collective Bargaining Act. Also administers unfair declarations of strikes and lockouts and consents to prosecute under the School Boards and Teachers Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade unions and construction industry employer organizations; investigates unfair labour practice by unions and employers; rules on the legality of strikes and lockouts; conducts arbitration hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

416-965-5669

LABOUR, ONTARIO LABOUR-MANAGEMENT ARBITRATION COMMISSION approves persons as chairmen of Arbitration Boards and as single arbitrators, dealing with rights disputes between employers and **employees** with collective agreements only, and with interest disputes in hospitals under the Hospital Labour Disputes Arbitration Act. Performs administrative functions for arbitration boards, e.g. sells copies of arbitration awards; sponsors training programs for arbitrators; cooperates in publication of Labour Arbitration Cases covering awards throughout Canada. The Ontario Labour-Management Arbitration Commission publishes a monthly bulletin summarizing all awards received by the Commission.

416-965-5958

LABOUR, ONTARIO QUALITY OF WORKING LIFE CENTRE. Quality of Working Life (QWL) is a concept with interlocking goals: greater self-fulfilment of **employees**, improved labour relations and better performance of a company for the benefit of both **employees** and employers. The Centre assists in establishing joint labour-management QWL projects in selected industries and communities. Helps to provide training of individuals and organizations in QWL approaches. Undertakes information and research activities, promotes a community interest in QWL concepts and will publish a newsletter on QWL developments.

LABOUR, SPECIAL STUDIES & SERVICES BR. Health Studies Service (965-6375) conducts occupational health studies and provides consultative services on the effects of occupational and environmental exposure to chemical or other hazardous agents on human health. Safety Studies Service (965-6111) conducts studies in occupational safety and maintains contact with organizations involved in accident prevention. Radiation Protection Service (965-8178) directs a program to protect **employees** and the public from harmful effects of radiation including industrial X-Rays, radioactive materials, microwaves, lasers. Radiation Protection Laboratory (965-2201) analyzes radioactive materials. Develops monitoring techniques and equipment for identification of radioactive sources. The Branch also deals with contingencies related to nuclear power generating stations and heavy water plants.

416-965-1537

LABOUR, WOMEN'S BUREAU is an information service and resource centre for people interested in the employment status of women in Ontario. Provides advice to employers in the private sector who wish to implement equal opportunity programs for full utilization of women **employees**. Advises government on women's issues; provides labour legislation information through speakers and publications. Conducts research on the status of women in

Ontario's labour force; provides consultative service on employment counselling. Although individual counselling is not available, the Bureau can refer people to appropriate sources. Provides outreach program to serve low-income, immigrant and native women.

416-965-8851

**WORKMEN'S COMPENSATION BOARD (WCB)** administers the Workmen's Compensation Act. For **employees** disabled by work-related accidents or diseases the Act provides compensation (income), medical aid (payment of doctors' & hospital bills, etc.), rehabilitation services, awards for permanent disability & pensions for dependents of **employees** who die as a result of such accidents or diseases. Appeals on WCB decisions may be made under the Act. The Board is entirely financed by employer assessments, which also underwrite the safety education programs of nine accident-prevention associations. The Board's head office is at 2 Bloor St. East, Toronto; its Hospital & Rehabilitation Centre is in Downsview. The board has a library (965-8725), films (965-8722), two information offices in Toronto & area offices in 12 other Ontario cities (listed in the Appendix). The WCB reports to the Legislature through the Minister of Labour.

## EMPLOYEES OF THE ONTARIO PUBLIC SERVICE

416-965-9419

**CIV SERV, BENEFITS POLICY BR** develops, recommends, implements and maintains policies with respect to pensions and benefit programs for **employees of the Ontario Public Service (OPS)**. Coordinates public sector pension plans and activities of committees monitoring pension escalation fund and insurance programs. Assists Staff Relations Div in negotiating employee benefits in the OPS. Produces, updates and distributes information on benefits and pensions to all civil servants. For questions regarding administration of benefit plans call respective ministry personnel branch, or Employee Benefits Branch, Ministry of Government Services, 965-6861.

416-965-1022

**CIV SERV, CLASSIFICATION BR** administers the classification of all non-executive positions in the Ontario Public Service (OPS) except those of senior executives. Develops policy and standards for classification of **employees of the Ontario Public Service**. Conducts a training program offering courses and seminars on the subject of compensation for the development of personnel administrators in the OPS and the information of program managers.

416-965-4162

**CIV SERV, FRENCH LANGUAGE SERVICES UNIT** under the Staffing Division offers French language training courses to **employees of the Ontario Public Service** and of municipalities. Assists ministries in recruitment of bilingual staff. Administers Ontario-Quebec Summer Student Job Exchange program and civil servants exchanges.

416-965-6086

**CIV SERV, PAY POLICY & ADMIN BR** makes recommendations to the Commission on pay policy concerning **employees of the Ontario Public Service**. Develops, for approval by Management Board and in conjunction with Staff Relations Division, the government's objectives in negotiations with Ontario Public Service Employees Union (OPSEU) covering pay. Recommends pay revisions for management classes and develops the technology used in the maintenance of pay determination processes, monitoring and cost forecasting systems.

416-965-1455

**CIV SERV, PUBLIC SERVICE APPEAL BOARDS.** The Public Service Grievance Board and the Public Service Classification Rating Committee (965-1455) are tribunals which hear appeals about grievances of **employees of the Ontario Public Service** regarding dismissal, working conditions and job classification. The Crown Employees Grievance Settlement Board (598-0688) hears grievances arising in the various bargaining units represented by the Ontario Public Service Employees Union (OPSEU), the Ontario Liquor Boards Employees Union, the Workmen's Compensation Board Employees Union, and the Ontario Housing Employees Union. The Ontario Public Service Labour Relations Tribunal (598-0688) hears appeals re union representation, jurisdiction, union dues, bargaining units, etc., and generally administers the Crown Employees Collective Bargaining Act, 1972 (amended). Arbitration Boards (ad hoc) hear and adjudicate disputes between employees and unions re wages, collective agreements.

416-965-6081

**CIV SERV, RECRUITMENT BR, STAFFING SERVICES** Section (Main floor, Frost Bldg. S., Queen's Park) provides staffing or recruitment services for the ministries, agencies, boards & commissions of the Ontario Public Service and an employment service to the public. Services to ministries include advice on Personnel Administrator hirings, advice and help in special staffing situations involving employment of the handicapped, placement of surplus **employees of the Ontario Public Service** and those returning to work from extended sick leave (Long Term Income Protection) and advice on special education or work programs. Also maintains a Central Human Resources Inventory (CHRI), a file of qualified job applicants for use by ministries to fill vacancies. Services to the public include employment information and advice (those qualified are placed on the CHRI) and the provision of job information to secondary and post-secondary schools. See also other sections under Civ Serv Recruitment Br.

416-965-9604

**CIV SERV, STAFF DEV BR, CAREER COUNSELLING** Section provides career counselling to **employees of the Ontario Public Service**. Complements each ministry's career counselling programs. See also Civ Serv Staff Dev Br Planning & New Programs and Civ Serv Staff Dev Br Staff Development for other functions of this branch.

416-965-1438

**CIV SERV, STAFF DEV BR, STAFF DEVELOPMENT SERVICES** Section identifies staff development needs of **employees of the Ontario Public Service**. Develops and conducts appropriate learning experiences, e.g. courses, consulting projects, to meet these needs and evaluates the effectiveness of this training. Courses and seminars are held at the Staff Development Centre Kempenfeldt Bay, Barrie (705 728-2321) and other suitable training locations in the province. See also Civ Serv Staff Dev Br Planning & New Programs and Civ Serv Staff Dev Br Career Counselling for other functions of this branch.

416-965-5161

**GOVT SERV, EMPLOYEE ADVISORY SERVICE** provides confidential counselling and referral services to **employees of the Ontario Public Service (OPS)**. Provides training programs and individual consultations to managers and personnel administrators in dealing with troubled employees and work performance problems. Provides day care counselling to OPS employees (965-9953).

416-965-6861

**GOVT SERV, EMPLOYEE BENEFITS BR** administers the following benefit plans for **employees of the Ontario Public Service (OPS)**: Public Service Superannuation Act, Superan-

uation Adjustment Benefits Act, Employees' Group Insurance Plan, Long Term Income Protection. Informs existing and retired OPS employees of the benefits available. The branch is not concerned with family benefits or pensions in the private sector.

416-965-6541

GOVT SERV, EMPLOYEE DATA SERVICES BR operates and maintains the Integrated Payroll Personnel Employee Benefits (IPPEB) system and the Central Attendance Recording System (CARS) for **employees of the Ontario Public Service**. Central agencies and all ministries receive a variety of services from the systems including: pay lists, cheques, work history data, ministry organization structures, status changes of employees, pension contribution data, life insurance, Ontario Health Insurance Plan (OHIP) information, T-4 income tax forms, salary structures and various statistical analyses. Inquiries should be directed to Personnel or Payroll branches of the ministry concerned or to client liaison officers within the Employee Data Services Branch.

416-965-6751

GOVT SERV, EMPLOYEE HEALTH SERVICES BR provides direct health services to **employees of the Ontario Public Service** at their places of work in Toronto. Also provides advisory services to management on the health of the work force through various medical examinations.

416-965-1709

GOVT SERV, PUBLIC SERVICE SUPERANNUATION BOARD recommends payments of annuities, pensions and disability benefits to **employees of the Ontario Public Service** and rules on applications in respect of past service credits and pension credit transfers under the Public Service Superannuation Act. The Board also hears appeals from contributors, pensioners or dependents against administrative decisions. Inquiries about administration and benefits for Ontario Public Service employees are handled by Employee Benefits Branch (965-6861). Private pension plans should be referred to the Pension Commission of Ontario (963-0527).

416-965-2155

GOVT SERV, REALTY SERVICES BR is responsible for the appraisal, negotiation and surveys required in the acquisition and sale of real estate for most ministries, including land required for construction programs. Appraises, negotiates and acquires leased accommodation (965-4777). Handles interim management of government property and disposes of such through sale or lease (965-2040). Assists **employees of the Ontario Public Service** transferred to other locations in Ontario in selling their homes under the Home Owner Employee Relocation Plan (phone: 965-3444). Maintains an inventory of government-owned land, buildings, leases and accommodation (965-6745).

416-965-0564

LABOUR, WOMEN CROWN EMPLOYEES OFFICE acts as an internal consultant to Ontario government ministries and Crown agencies in developing, coordinating and monitoring affirmative action plans to upgrade the status of their women staff. The Affirmative Action Program of the Ontario Government operates under a directive and guidelines from Management Board of Cabinet to accelerate the rate of change in the status of women **employees of the Ontario Public Service**. The office provides impetus and technical advice to individual Deputy Ministers (program managers) and Women's Advisors (consultants). Prepares annual report on the status of women Crown employees. Reports regularly to Management Board on the progress of the corporate program which promotes equal opportunity for women employed in the public sector. For affirmative action activities by specific ministries and agencies contact ministry or agency Women's Advisor.

## EMPLOYERS

The Government of Ontario as employer of its public servants is officially represented by the Management Board of Cabinet. For further information, see Management Board Secretariat, also Civ Serv Staff Relations Div. For specific inquiries contact each ministry's Personnel Branch listed under Personnel.

416-965-5375

**COLL UNIV, PROGRAM RESOURCES BR** develops training standards and outlines, coordinates curricula, evaluates colleges (institutional training) and industrial training programs, and manages program approval procedure for all community colleges and industrial training in Ontario. Under the Employer-Sponsored Training (EST) Program (965-3665) provides consultative service and financial assistance (grants) to **employers** in the manufacturing industry to develop industrial training programs which meet specific skilled labour shortages. Funds are provided to Community Industrial Training Committees (CITC's) who plan and develop EST projects.

416-482-1111

**HEALTH, ENROLMENT BRANCH** enrolls all persons eligible for the Ontario Health Insurance Plan (OHIP); maintains records and answers all questions regarding enrolment and insured status. Immigrants receive health insurance coverage from date of application provided they apply within 90 days of landing in Ontario. Reviews eligibility for insured services. Administers program relating to: OHIP premium assistance based on taxable income and OHIP premium exemption based on age. Senior citizens 65 years of age or over who have resided in Ontario for the 12 months preceding application are eligible. Spouses of eligible senior citizens are also covered by premium exemption. Also provides service to **employers** in administration of their insured groups. Contact district offices listed in the Appendix (in Toronto, 482-1111).

416-965-5331

**IND & TOUR, SELECTIVE PLACEMENT SECTION** under the Small Business Operations Division provides professional and skilled manpower counselling to Ontario business and in cooperation with Canada Employment & Immigration, overseas recruitment assistance to Ontario **employers**. Contact Queen's Park or regional offices listed in the Appendix (in Metro Toronto, 491-7680).

**INTGOV AFF, SUBSIDIES BR** administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private **employers** include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-4108

**LABOUR, CONCILIATION & MEDIATION SERVICES BR** goals are to foster harmonious labour relations and to minimize disruption in the economy arising from strikes and lockouts. Provides conciliation officers who help labour and **employers** to arrive at a settlement of disputes. Provides mediation officers after the conciliation process if necessary. Also undertakes preventive mediation services during the term of an agreement. Parties in a

labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

416-965-5251

**LABOUR, EMPLOYMENT STANDARDS BR** sets and enforces standards of wages and working conditions in Ontario, including minimum wage, overtime pay, vacation pay, hours of work, public holidays, maternity leave, equal pay for equal work, termination of employment and equal benefits. May also collect unpaid wages on behalf of employees. Provides means for employees and **employers** to jointly petition Government for a schedule of wages and working conditions for their particular industry or trade. Also regulates and issues licences to employment agencies (965-0631). Provides for setting of wages rates and working conditions for construction industry and maintenance workers employed on government contracts. Employment Adjustment Services (965-3303) provides consulting services to **employers** and employees on termination of employment legislation and on adjustment programs available in situations of mass terminations of employment. Contact regional offices listed in the Appendix.

416-965-2321

**LABOUR, HANDICAPPED EMPLOYMENT PROGRAM** under the Program Analysis and Implementation Division works to improve private sector employment opportunities for the physically handicapped through affirmative action with **employers** and the encouragement of self-employment. Provides a link between **employers**, trade unions, handicapped persons and special interest groups, voluntary programs, social agencies, and related government programs. Provides a clearing house for information relating to employment of the physically handicapped, engages in public education to overcome barriers to equal opportunity and advises handicapped persons seeking employment or promotion. Advises government on policy and legislation affecting employment of the handicapped.

416-224-1606

**LABOUR, INDUSTRIAL HEALTH & SAFETY BR** is concerned with protecting the occupational health and safety of employees in industry including the logging industry. (For the construction and mining industries, see Labour Construction Health & Safety Br and Labour Mining Health & Safety Br). This branch encourages **employers** and employees to assume primary responsibility for occupational health and safety programs by establishing Internal Responsibility Systems and consulting with them so problems are recognized and ongoing safety programs are established. Periodically inspects industrial establishments and logging sites; investigates refusals to work under unsafe conditions; investigates fatalities and serious accidents. Reviews plans for new buildings and alterations to existing ones to check occupational health and safety hazards. Head Office at 400 University Ave., 9th floor (965-4125) is responsible for overall program implementation. For inquiries contact district offices listed in the Appendix (In Metro Toronto, 224-1606).

416-965-4151

**LABOUR, ONTARIO LABOUR RELATIONS BOARD** administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for **employers** & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for employees in hospitals; Colleges Collective Bargaining Act. Also administers unfair declarations of strikes and lockouts and consents to prosecute under the School Boards and Teachers Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade unions and construction industry employer organizations; investigates unfair labour practice by unions and **employers**; rules on the legality of strikes and lockouts; conducts arbitration

hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

416-965-5669

**LABOUR, ONTARIO LABOUR-MANAGEMENT ARBITRATION COMMISSION** approves persons as chairmen of Arbitration Boards and as single arbitrators, dealing with rights disputes between **employers** and employees with collective agreements only, and with interest disputes in hospitals under the Hospital Labour Disputes Arbitration Act. Performs administrative functions for arbitration boards, e.g. sells copies of arbitration awards; sponsors training programs for arbitrators; cooperates in publication of Labour Arbitration Cases covering awards throughout Canada. The Ontario Labour-Management Arbitration Commission publishes a monthly bulletin summarizing all awards received by the Commission.

416-965-5958

**LABOUR, ONTARIO QUALITY OF WORKING LIFE CENTRE.** Quality of Working Life (QWL) is a concept with interlocking goals: greater self-fulfilment of employees, improved labour relations and better performance of a company for the benefit of both employees and **employers**. The Centre assists in establishing joint labour-management QWL projects in selected industries and communities. Helps to provide training of individuals and organizations in QWL approaches. Undertakes information and research activities, promotes a community interest in QWL concepts and will publish a newsletter on QWL developments.

416-965-1537

**LABOUR, WOMEN'S BUREAU** is an information service and resource centre for people interested in the employment status of women in Ontario. Provides advice to **employers** in the private sector who wish to implement equal opportunity programs for full utilization of women employees. Advises government on women's issues; provides labour legislation information through speakers and publications. Conducts research on the status of women in Ontario's labour force; provides consultative service on employment counselling. Although individual counselling is not available, the Bureau can refer people to appropriate sources. Provides outreach program to serve low-income, immigrant and native women.

## EMPLOYMENT

Employment, see also Manpower. Employment in the Ontario Government, see Civ Serv Recruitment Br Staffing Services and Civ Serv Recruitment Br Temporary Services listed below. Also contact each ministry's Personnel Branch listed under Personnel.

416-965-6149

**AG & FOOD, AGRICULTURAL MANPOWER SERVICES** assists Ontario farmers with their manpower needs by providing information and advice on farm labour supply, **employment** standards legislation, personnel management, job creation programs and training programs for farm workers. Assistance is also given to students involved in exchanges between farms in Ontario and foreign countries. This office is a member of the Ontario Federal-Provincial Agricultural Manpower Committee.

416-965-6081

**CIV SERV, RECRUITMENT BR, STAFFING SERVICES** Section (Main floor, Frost Bldg. S., Queen's Park) provides staffing or recruitment services for the ministries, agencies, boards & commissions of the Ontario Public Service and an **employment** service to the public. Services to ministries include advice on Personnel Administrator hirings, advice and help in special staffing situations involving **employment** of the handicapped, placement of surplus employees of the Ontario Public Service and those returning to work from extended sick

leave (Long Term Income Protection) and advice on special education or work programs. Also maintains a Central Human Resources Inventory (CHRI), a file of qualified job applicants for use by ministries to fill vacancies. Services to the public include **employment** information and advice (those qualified are placed on the CHRI) and the provision of job information to secondary and post-secondary schools. See also other sections under Civ Serv Recruitment Br.

416-965-7688

CIV SERV, RECRUITMENT BR, TEMPORARY SERVICES Section (Main Floor Frost Bldg. S., Queen's Park) operates the Government of Ontario Temporary (GO Temporary) **employment** program. Provides staffing or recruitment services to ministries for temporary employees upon request, pays the employees and charges the ministry for the service. Qualified persons who apply to this section for temporary **employment** will be registered and placed in available temporary jobs. See also other sections under Civ Serv Recruitment Br.

416-965-2002

CIV SERV, STAFF RELATIONS DIV represents the Crown as the employer in all collective bargaining in the Ontario Public Service. Determines and coordinates policy on labour relations for all ministries. Collects, analyzes and exchanges data on **employment** and compensation (pay policy) practices in the public and private sectors.

416-965-4211

COLL UNIV, INDUSTRIAL TRAINING BR is responsible for the delivery of the ministry's Industrial training (manpower training ) programs. The branch is involved in training and retraining men and women for **employment** in industry through several programs: apprenticeship including on-the-job-training, full and part-time training of adults already in the labour force, short-term training-in-industry programs and trade certification. Contact local Industrial Training Office listed in the Appendix. For information on regulated trades see Coll Univ Industrial Training Br Trades. The Branch administers the Ontario Career Action Program (OCAP), designed to assist unemployed youth (between 16 and 24 yrs.) in finding gainful **employment**. Application forms available at local Canada Employment Centre. OCAP Administration Office in Queen's Park is at 965-0668.

416-965-2376

COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION (Social Services) aims to develop or restore the work capacity of the physically or mentally handicapped. Assesses handicapped person's abilities & limitations, counsels the person through the rehabilitation process, assists in gaining **employment** and provides restorative assistance (e.g. prosthetics) needed to restore useful physical functioning. Shares with municipalities work activity project costs (to enable handicapped to be self-sufficient). Provides capital & operating grants to rehabilitation workshops & operating grants & debt retirement (e.g., payment of mortgages) assistance to half-way houses & group homes for the physically & mentally handicapped & former inmates, etc. & for some centres for alcoholics & drug addicts. Contact regional, area & local offices (see Appendix). In Metro Toronto contact the Area Office, 965-9943 or Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-750-3335

CORR SERV, HUMAN RESOURCES MANAGEMENT BR performs the personnel functions for the Ministry of Correctional Services. For a description of branch activities, see first entry under Personnel. Also operates summer **employment** programs for students based on experience and assigned-task projects for three month work periods in correctional institutions and is responsible for Ministry's Women's Advisor function.

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer **employment**, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-5251

LABOUR, EMPLOYMENT STANDARDS BR sets and enforces standards of wages and working conditions in Ontario, including minimum wage, overtime pay, vacation pay, hours of work, public holidays, maternity leave, equal pay for equal work, termination of **employment** and equal benefits. May also collect unpaid wages on behalf of employees. Provides means for employees and employers to jointly petition Government for a schedule of wages and working conditions for their particular industry or trade. Also regulates and issues licences to employment agencies (965-0631). Provides for setting of wages rates and working conditions for construction industry and maintenance workers employed on government contracts. Employment Adjustment Services (965-3303) provides consulting services to employers and employees on termination of **employment** legislation and on adjustment programs available in situations of mass terminations of employment. Contact regional offices listed in the Appendix.

416-965-2321

LABOUR, HANDICAPPED EMPLOYMENT PROGRAM under the Program Analysis and Implementation Division works to improve private sector **employment** opportunities for the physically handicapped through affirmative action with employers and the encouragement of self-employment. Provides a link between employers, trade unions, handicapped persons and special interest groups, voluntary programs, social agencies, and related government programs. Provides a clearing house for information relating to **employment** of the physically handicapped, engages in public education to overcome barriers to equal opportunity and advises handicapped persons seeking **employment** or promotion. Advises government on policy and legislation affecting **employment** of the handicapped.

416-965-6121

LABOUR, PERSONNEL BR performs the personnel functions (see first entry under Personnel) for the Ministry of Labour. The Branch is also involved with the Ministry's summer **employment** program, Students in Industrial Relations (STIR). The Ministry hires senior university and community college students and places them with sponsoring organizations, i.e. companies, unions, law and consulting firms, to give them practical exposure in the industrial relations field.

416-965-6101

LABOUR, RESEARCH BR provides information on wages, labour relations, occupational health and safety, collective bargaining, working conditions, quality of working life, human rights, **employment** and unemployment trends, labour market conditions and manpower, occupational data on women in the Ontario Public Service and on women in management. Provides internal policy analysis. Collects, analyzes and maintains a library on Ontario

Collective Bargaining Agreements (965-6886). Maintains a library containing other labour related material (965-1641).

416-965-1537

LABOUR, WOMEN'S BUREAU is an information service and resource centre for people interested in the **employment** status of women in Ontario. Provides advice to employers in the private sector who wish to implement equal opportunity programs for full utilization of women employees. Advises government on women's issues; provides labour legislation information through speakers and publications. Conducts research on the status of women in Ontario's labour force; provides consultative service on **employment** counselling. Although individual counselling is not available, the Bureau can refer people to appropriate sources. Provides outreach program to serve low-income, immigrant and native women.

416-965-3540

ONTARIO YOUTH SECRETARIAT researches information and advises the Ontario Government and ministries on policies and programs involving youth (persons approximately 16 - 24 years). The Secretariat coordinates government youth programs including youth employment, e.g. summer **employment** for students. It also provides an information service on government youth services. Inquiries about the Ontario government's Experience Program in general should be directed to Tel. 965-0480. Each ministry coordinates its own Experience Programs. The Ontario Youth Secretariat reports to the Legislature through the Provincial Secretary for Social Development.

## EMPLOYMENT AGENCIES

416-965-5251

LABOUR, EMPLOYMENT STANDARDS BR sets and enforces standards of wages and working conditions in Ontario, including minimum wage, overtime pay, vacation pay, hours of work, public holidays, maternity leave, equal pay for equal work, termination of employment and equal benefits. May also collect unpaid wages on behalf of employees. Provides means for employees and employers to jointly petition Government for a schedule of wages and working conditions for their particular industry or trade. Also regulates and issues licences to **employment agencies** (965-0631). Provides for setting of wages rates and working conditions for construction industry and maintenance workers employed on government contracts. Employment Adjustment Services (965-3303) provides consulting services to employers and employees on termination of employment legislation and on adjustment programs available in situations of mass terminations of employment. Contact regional offices listed in the Appendix.

## ENDANGERED SPECIES

Endangered Species, see Nat Res Wildlife Br.

## ENERGY

Energy, Ministry of, see Energy The Ministry Of Energy and Energy Program or Agency Name.

416-965-7627

CCR, FUELS SAFETY BR which administers the Ontario **Energy** Act, strives to prevent loss of life, bodily injury and property damage by controlling safety hazards which can arise from the transmission, distribution and utilization of fuels such as natural gas, oil and propane, and the transport, storage and handling of gasoline. Issues certificates and licences (including contractors' licences for heating and air conditioning) and audits such operations.

416-965-2459

**ENERGY, THE MINISTRY OF ENERGY** ensures that Ontario receives an adequate and secure supply of **energy** at reasonable prices with an acceptable environmental impact. To fulfill this responsibility the Ministry works with other ministries and agencies of the government and with the **energy** sector more as a catalyst than as an operating agency. Functions include reviewing and advising on **energy** matters and policy; maintaining liaison between the government and Ontario Hydro Corporation; applying policy by coordinating the government's energy-related activities and by interventions before provincial and federal tribunals. Reports to the Legislature for Ontario Hydro and the Ontario Energy Board, both of which function independently of the Ministry. Operates a library (965-9174). For general information service contact 965-2459. Ministry's programs are described under Energy Program or Agency Name.

416-965-3246

**ENERGY, CONSERVATION & RENEWABLE ENERGY PROGRAM.** Energy Conservation Section (965-3051) is responsible for the development of policies and coordination of programs for the conservation of **energy** including measures designed for consumers and homeowners, innovations in transportation and urban development, improvements in **energy** use in public buildings and selected commercial enterprises, and public awareness. Renewable Energy Section (965-4365) develops policies and programs for alternate sources of **energy** such as solar heating, wind, wood, municipal waste, synthetic liquid fuels (e.g., alcohol, methanol) and the indigenous biomass resources of Ontario. Communications Services Section (965-3246) provides information service on all aspects of **energy** conservation including home insulation and solar **energy**. For information on the general role of this ministry see Energy The Ministry of Energy.

416-965-7021

**ENERGY, CONVENTIONAL ENERGY PROGRAM** is responsible for conventional **energy** policy development in the areas of crude oil, natural gas, coal, uranium, petro-chemicals and petroleum products and electrical energy including nuclear power. For information on the general role of this ministry see Energy The Ministry of Energy.

416-965-6276

**ENERGY, ONTARIO ENERGY CORPORATION** was established in 1975 to invest in or otherwise participate in **energy** related projects in Canada or elsewhere. The Ontario Energy Corporation participated in the Syncrude Project from 1975 to the end of 1978. In addition, the Corporation is involved in the Polar Gas Project to study the feasibility of bringing natural gas from the Arctic Islands to markets in southern Canada. Another recent venture is the coordination of commercial application of by-product power from Ontario's nuclear power stations.

416-636-8015

**ENV, WASTE MANAGEMENT BR, WASTE UTILIZATION** Section. The Waste Management Br coordinates programs concerned with the disposal of waste on land. Waste Utilization Section develops and implements a comprehensive waste management program including new procedures for resource recovery and recycling, especially for **energy** conservation. Operates full scale experimental plant for technology research and market development. Provides grants for selected technology demonstration projects. Promotes source separation projects (recovery of waste newspaper, glass and cans from residential garbage) in selected municipalities. See also Env Waste Management Br Waste Systems Planning.

416-965-9728

HOUSING, TECHNICAL SERVICES DIV coordinates architectural, engineering and appraisal services to the ministry's Community Housing Division. Its Research & Development Section (965-9108) carries out special studies on building materials in use, **energy** conservation measures, etc. The Complaints Section (965-9866) looks after complaints from persons who purchased houses under the Home Ownership Made Easy (HOME) Plan which has been discontinued. The Chief Architect's and Chief Engineer's branch functions are described individually in this index. See Housing, Technical Services Div, Branch Name.

416-965-5494

IND & TOUR, CONSULTATIVE SERVICES BR, COUNSELLING provides counselling services to those starting a small business, to inventors and entrepreneurs who wish to commercialize their ideas, and to businesses that need technical assistance in metric conversion. Counselling to inventors includes information on what a patent is, how a patent-search can be conducted at the lowest cost, how to determine product marketability. Advises companies individually on marketing and exports, financial problems and business planning, and assists small companies that do not have traffic managers to determine the most economical method of packing and shipping products to consumers. Encourages production improvement and cost reduction through industrial engineering counselling assistance and through an **energy** management counselling program. For business counselling contact Queen's Park: 965-0410 (manufacturing programs), 965-5494 (marketing and financial programs) or regional offices listed in the Appendix (in Metro Toronto, 491-7680). See also Ind & Tour Consultative Services Br Grants.

416-965-4622

IND & TOUR, DEVELOPMENT CORPORATIONS. The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern Ontario Development Corporation (NODC) assist in and encourage the development and diversification of Ontario industry by providing: financial assistance through incentive and term loans and bank guarantees; sites, facilities and services in two industrial parks; technical, business and financial information and advice. Tourism operations, secondary manufacturing industries and service industries allied to manufacturing may avail themselves of this service. Loans are available for establishing new operations such as tourist facilities, expanding present operations, introducing new products and technology, financing exports, purchasing and installing pollution control and **energy** conservation equipment. Contact corporation regional offices listed in the Appendix.

416-965-7196

IND & TOUR, INDUSTRY BR, Industrial Development Section assists in the development of industrial technology by: evaluating new materials, products and processes through contact with manufacturing industry, associations and research institutions; providing a consultative service on technology to industry on a sector basis; introducing new technology to businessmen through Product Development and Productivity Seminars in Ontario and Technology Missions abroad; providing information and assistance on **energy** management and conservation, industrial research, industrial waste utilization and pollution control methods. Also provides assistance and information to encourage the film industry in Ontario. The Section assists in the review and preparation of applications for loans and grants, available from the Federal or Provincial Governments. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Product-Manufacturing Development, and Ind & Tour Industry Br Industrial Services.

416-965-2851

**ONTARIO ENERGY BOARD** regulates certain phases of the natural gas industry in Ontario including rates and charges, designation and authorization of storage areas, construction of transmission lines, expropriation for natural gas pipelines, franchises for natural gas companies to serve designated areas. Acts upon references by the Minister of Energy about wholesale Ontario Hydro rates, and by the Lieutenant Governor in Council on any questions about **energy**. The Board answers to the Legislature through the Minister of Energy.

416-592-5111

**ONTARIO HYDRO** supplies **energy** (electrical energy) to the people of Ontario indirectly through 334 associated municipal utilities, and directly to more than 775,000 rural customers. The Ontario Hydro Electrical Inspection Program (Tel. 592-3721) provides technical guidance to consultants, contractors, architects, manufacturers and customers on problems concerning installation of electrical equipment and adherence to the Electrical Safety Code Book. Its Rural Electrical Service and Billing Inquiry Program (Tel. 592-3731) answers inquiries on service policy and practices from rural clientele. Operates a nuclear Communications Centre in Pickering (839-0465) to provide educational information to the public on nuclear power. Ontario Hydro reports to the Legislature through the Minister of Energy. Ontario Hydro regional offices are listed in the Appendix.

416-592-3331

**ONTARIO HYDRO PUBLIC REFERENCE CENTRE** is the library and information service for Ontario Hydro and has general reference material on **energy**. For a description of activities, see first entry under Information Service.

416-965-2111

**ROYAL COMMISSION ON ELECTRIC POWER PLANNING** was established in 1975 to inquire into the long-range planning of Ontario's electric power system. It examined the long-range planning concepts of Ontario Hydro and related them to the broad range of provincial planning, the use of electrical energy and to environmental, **energy** and socio-economic factors. Conclusions on nuclear power are included in the Commission's Sept. 1978 interim report. Its final report is due in Oct. 1979. Operates a Library and Information Centre. To obtain materials and submissions from previous hearings, contact the Royal Commission office at 14 Carlton Street, 7th Floor, Toronto, M5B 1K5. Reports to the Legislature through the Provincial Secretary for Resources Development.

416-248-3355

**TR & COMM, ENGINEERING RESEARCH & DEVELOPMENT BR** conducts research to improve the physical attributes of highways (pavement, bridges and other highway structures, material and quality assurance, e.g. asphalt and concrete). Coordinates the development of the Ontario Bridges Design Code. Also conducts research to improve techniques for using earth resources in highway building. Performs special studies involving technology resources and value engineering studies to assist in making sound engineering and cost-related management decisions. Publishes research reports. Develops traffic barriers to protect maintenance staff on highways from hazards of impacting vehicles. Develops illumination design systems, guide rails and barriers, monitors lighting on highways and develops means of saving **energy** in city street lighting. Coordinates the ministry's metric conversion program.

416-248-7141

**TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR**, through the Energy Management Program in conjunction with the Ministry of Energy, studies use of fuels by

road vehicles to support fuel conservation legislation and to direct the **energy** management program. Examines, tests and implements fuel conservation measures. Studies alternative fuels, especially methanol.

416-954-5454

TREAS ECON, ECONOMIC ANALYSIS BR monitors economic and social developments in Ontario, Canada and elsewhere. Provides provincial government with consultative services on short-term consequences for Ontario of proposals from government and the public. Studies include natural resources, transportation, **energy** and labour aspects.

416-965-2999

TREAS ECON, ECONOMIC POLICY BR conducts research and develops economic policy strategies in the areas of industry development, anti-inflation, **energy**, international trade, competition, and manpower policy and short and medium-term industrial and economic forecasts.

## ENERGY THE MINISTRY OF ENERGY

416-965-2459

ENERGY, THE MINISTRY OF ENERGY ensures that Ontario receives an adequate and secure supply of energy at reasonable prices with an acceptable environmental impact. To fulfill this responsibility the Ministry works with other ministries and agencies of the government and with the energy sector more as a catalyst than as an operating agency. Functions include reviewing and advising on energy matters and policy; maintaining liaison between the government and Ontario Hydro Corporation; applying policy by coordinating the government's energy-related activities and by interventions before provincial and federal tribunals. Reports to the Legislature for Ontario Hydro and the Ontario Energy Board, both of which function independently of the Ministry. Operates a library (965-9174). For general information service contact 965-2459. Ministry's programs are described under Energy Program or Agency Name.

## ENERGY CONSERVATION & RENEWABLE ENERGY PROGRAM

416-965-3246

ENERGY, CONSERVATION & RENEWABLE ENERGY PROGRAM. Energy Conservation Section (965-3051) is responsible for the development of policies and coordination of programs for the conservation of energy including measures designed for consumers and homeowners, innovations in transportation and urban development, improvements in energy use in public buildings and selected commercial enterprises, and public awareness. Renewable Energy Section (965-4365) develops policies and programs for alternate sources of energy such as solar heating, wind, wood, municipal waste, synthetic liquid fuels (e.g., alcohol, methanol) and the indigenous biomass resources of Ontario. Communications Services Section (965-3246) provides information service on all aspects of energy conservation including home insulation and solar energy. For information on the general role of this ministry see Energy The Ministry of Energy.

## ENERGY CONVENTIONAL ENERGY PROGRAM

416-965-7021

ENERGY, CONVENTIONAL ENERGY PROGRAM is responsible for conventional energy policy development in the areas of crude oil, natural gas, coal, uranium, petro-chemicals and petroleum products and electrical energy including nuclear power. For information on the general role of this ministry see Energy The Ministry of Energy.

## ENERGY ONTARIO ENERGY CORPORATION

416-965-6276

ENERGY, ONTARIO ENERGY CORPORATION was established in 1975 to invest in or otherwise participate in energy related projects in Canada or elsewhere. The Ontario Energy Corporation participated in the Syncrude Project from 1975 to the end of 1978. In addition, the Corporation is involved in the Polar Gas Project to study the feasibility of bringing natural gas from the Arctic Islands to markets in southern Canada. Another recent venture is the coordination of commercial application of by-product power from Ontario's nuclear power stations.

## ENERGY RATES

Energy Rates, see Ontario Energy Board.

## ENGINEERS

CCR, PRESSURE VESSELS SAFETY BR strives to minimize the loss of life and property arising from the operation of boilers and pressure vessels. Under the Boilers & Pressure Vessels Act (965-4121) and the Operating **Engineers** Act (965-4188), the branch ensures safety by reviewing boiler and pressure vessel designs and welding procedures, doing inspections during fabrication and installation, and periodically thereafter if vessel is uninsured. Inspects major repairs to all boilers and pressure vessels. Qualifies and issues licences to welders. Registers and classifies steam, refrigeration and compression plants and issues licences to their operators and operating **engineers**. Issues licences to hoisting **engineers** (crane operators). Investigates related accidents. Contact Queen's Park or regional offices listed in the Appendix.

416-965-2740

PROFESSIONAL ORGANIZATIONS COMMITTEE was formed in 1976 to study the administration of statutes dealing with certain professional and self-governing organizations in order to suggest legislation setting the legal framework within which these professions are to operate. The particular statutes being reviewed are Architects Act, Law Society Act (governing lawyers), Notaries Act (notaries public), Professional **Engineers** Act and Public Accountancy Act.

## ENGLISH

416-965-2285

CULT & REC, NEWCOMER SERVICES BR programs relate to reception, orientation and language training of immigrants. The multicultural Ontario Welcome House at 8 York Street, Toronto provides **English** as a Second Language (ESL) instruction linked with day care (965-2365) and multilingual counselling and assistance in gaining access to government and social agencies (965-3021). Multilingual receptionists at the Toronto International Airport (678-2540) assist immigrants upon arrival. Print and audio-visual materials and information on ESL teaching and classes are available from the ESL clearing house (965-4331). For orientation resource materials for newcomers and counsellors and teachers of newcomers, and for information on setting up parents' and preschoolers' and other community-based **English**, orientation, citizenship classes, contact 965-2285. For information on newcomer intergration (NI) project grants and newcomer language/orientation classes (NLOC) grants contact Ministry of Culture and Recreation field offices listed in the Appendix.

416-965-3155

**EDUC, LANGUAGES OF INSTRUCTION COMMISSION** of Ontario was established to help resolve disputes between school boards and parents over the provision of education programs in the language of a minority group, French or **English** as the case may be.

416-965-5620

**EDUC, STUDENT ACTIVITIES & SPECIAL PROJECTS BR** encourages educational and cultural exchanges of students and teachers (965-5635) and may provide grants for these projects. Projects include: Educational Exchange Programs and Ontario-Quebec School Twinning (965-5989), Ontario Young Travellers (965-5605), School Twinning Programs, e.g. Project Canada, Project School-to-School, Teacher Exchange Programs (965-1129) and Experience Programs (965-6329). Administers the Second-Language Monitor Program which encourages bilingual university students to act as teaching monitors to teachers of French or **English** as a second language (965-5996). Operates the Ontario Student Leadership Centre which accepts secondary school students for leadership training courses (965-6410). The Student Guidance Information Service (965-9676) provides computerized career and institutional information to schools. The branch prepares guidance documents and Ontario Student Record material.

**ENUMERATION**

416-965-1681

**REVENUE, ASSESSMENT FIELD OPERATIONS BR**, through regional offices throughout Ontario (listed in the Appendix) implements the real property assessment program and undertakes the annual **enumeration** program for municipalities, which produces municipal voters lists, lists of persons who can be called for jury duty, identification of supporters for schools and census data. The branch is also responsible for assessments prepared for the Provincial Land Tax. The branch serves municipal governments, other Ontario ministries which use data as basis for distribution of municipal grants, and other programs. Inquiries re property taxation, tax certificates, municipal voters lists, school support and municipal population should be referred to the Clerk or Treasurer of the appropriate municipality.

**ENV AIR RESOURCES BR**

416-965-6343

**ENV, AIR RESOURCES BR** supplies base information for the development of the Ministry's policies and programs to achieve and maintain desirable air quality in Ontario. Sets air quality objectives and emission standards. Conducts environmental assessments such as studies on the effect of land use on air quality and air quality assessments for land use planning. Performs spot checks of vehicles for sale at used-car dealers to ensure compliance with auto emission control standards. Operates an air pollution index (965-9150) and alert system and produces air quality reports. Assesses immediate and long-term effects of contaminants on soils and vegetation and investigates vegetation damage claims. Conducts studies into technological developments, industrial trends and pollution problems, including hazardous agents and other emissions. Administers environmental research grants. Contact regional or district offices listed in the Appendix.

**ENV ENVIRONMENTAL & TECHNICAL ADVISOR**

416-965-5115

**ENV, ENVIRONMENTAL & TECHNICAL ADVISOR** under the Environmental Assessment & Planning Division coordinates and assists in the development of Ministry of Environment policy and planning in environmental undertakings and officially represents the

Ministry on international, intergovernmental and interministry bodies and special purpose organizations concerned with environmental problems of interest to the Province. Examples include international problems of air and water pollution. Branches under this Division are listed individually in this Index.

**ENV ENVIRONMENTAL APPEAL BOARD**

416-965-2531

ENV, ENVIRONMENTAL APPEAL BOARD hears appeals of persons affected by certain decisions or orders of local health authorities in the area of private sewage disposal, and of the Ministry of the Environment in the areas of water and sewage, waste disposal, air and noise pollution, in accordance with the Ontario Water Resources Act, 1970 and the Environmental Protection Act, 1971.

**ENV ENVIRONMENTAL APPROVALS BR**

416-965-3980

ENV, ENVIRONMENTAL APPROVALS BR is the central area where persons and organizations seek ministry approval for activities affecting the environment. Conducts environmental assessments on applications for permits required under the Environmental Protection Act (e.g. waste disposal sites), Ontario Water Resources Act and the Environmental Assessment Act and approves such requests. To apply for permits under these Acts contact ministry's regional or district offices listed in the Appendix. The branch ensures that environmental safeguards are incorporated into land use planning policies and programs. Evaluates at planning stage certain activities by government ministries, utilities, government-funded projects and related activities in the private sector, which will have a significant environmental impact. Develops guidelines for waste disposal systems by industry, municipalities and the public.

**ENV ENVIRONMENTAL ASSESSMENT BOARD**

416-965-2531

ENV, ENVIRONMENTAL ASSESSMENT BOARD holds public hearings on the environmental impact of major development proposals under three statutes: The Ontario Water Resources Act, 1970 (OWRA), The Environmental Protection Act, 1971 (EPA); The Environmental Assessment Act, 1975 (EAA). Hearings may also be held under orders-in-council. Following hearings under the OWRA (municipalities wishing to establish or extend their sewage works into another municipality or territory) and the EPA (approval to establish or extend waste disposal sites), the Board submits recommendations to the Ministry of the Environment. Under the Environmental Assessment Act, 1975, after the environmental assessments and the ministry's review thereof have been made public, any person can require by written notice a hearing by the Board. After hearings are held under the EAA, the Board renders a final decision which can only be varied or rescinded by the Minister with approval of the Lieutenant Governor in Council.

**ENV FARM POLLUTION ADVISORY COMMITTEE**

416-768-5614

ENV, FARM POLLUTION ADVISORY COMMITTEE is composed of four practising farmers who act in an advisory capacity to the Ministry of the Environment on farm pollution. Where complaints of livestock odors and effluent runoff have not been resolved by ministry inspectors, the Committee is called in to investigate complaints and recommend corrective action. The Committee is located at RR 4, Hagersville.

**ENV FINANCIAL & ADMINISTRATIVE SERVICES BR**

416-965-6981

ENV, FINANCIAL & ADMINISTRATIVE SERVICES BR, in addition to the usual administrative services functions provides support services to ministry programs including financial management and accounting. See first entries under Administrative Services and Accounting for descriptions of these functions. The branch conducts electronic data processing systems development and operations.

**ENV INFORMATION SERVICES BR**

416-965-7117

ENV, INFORMATION SERVICES BR is the information service for the Ministry of the Environment. For a description of activities, see first entry under Information Service. Technical library at 135 St. Clair Ave. West (965-7978) and another at Resources Rd. (248-3408) are both open to the public.

**ENV INTERNAL AUDIT BR**

416-965-6978

ENV, INTERNAL AUDIT BR is responsible for the ministry's audit function. For a description of the function see the first entry under Audit.

**ENV LABORATORY SERVICES BR**

416-248-3015

ENV, LABORATORY SERVICES BR provides ministry branches with analytical support for their projects involving environmental assessments and for pollution control programs. Participates in planning programs requiring analytical expertise and assists in analytical data interpretation. Updates analytical methods and develops procedures for measuring new environmental pollutants. The Central Laboratory in Toronto advises regional laboratories in Thunder Bay, London and Kingston on the use of new analytical procedures. Participates in environmental research projects aimed at clarifying the interaction of atmospheric and aquatic pollutants with the environment and their effect on human health including occupational health.

**ENV LEGAL SERVICES BR**

416-965-2684

ENV, LEGAL SERVICES BR provides legal services for the ministry. For a description of branch activities see first entry under Legal Services.

**ENV PERSONNEL BR**

416-965-3267

ENV, PERSONNEL BR performs the personnel functions for the Ministry of the Environment. The branch is also responsible for the women's advisor. For a description of branch activities see first entry under Personnel.

**ENV PESTICIDES ADVISORY COMMITTEE**

416-965-7048

ENV, PESTICIDES ADVISORY COMMITTEE. Annually reviews the Pesticides Act, its Regulations and government publications on pests and pesticides. The Ontario Government Bookstore (965-2054) has all government publications on pesticides. The Committee inquires into matters concerning pesticides and the control of pests. Classifies all pesticides previous to their marketing in Ontario. Maintains a library of pesticide containers. For pesticide vendors

and exterminators licences contact Env Pollution Control Br Pesticides Control Section (965-2401). Advises the Ministry on environmental research grants and evaluates their results.

**ENV POLLUTION CONTROL BR**

416-965-6971

ENV, POLLUTION CONTROL BR as a whole plans and develops policies, programs, standards, guidelines and legislation to control pollution; coordinates and conducts applied research in the areas of water supply and sewage and wastewater treatment, and provides technical support and training in these areas. The Pollution Control Branch has several sections which are described separately (see Env Pollution Control Br Section Name). For specific questions contact regional or district offices listed in the Appendix.

**ENV POLLUTION CONTROL BR CONTINGENCY**

416-965-3237

ENV, POLLUTION CONTROL BR CONTINGENCY PLANNING Section promotes organization and planning by industries, the municipalities and federal and provincial agencies to control and cope with pollution caused by emergency spills of contaminants. Contact regional or district offices listed in the Appendix.

**ENV POLLUTION CONTROL BR DEVELOPMENT & RESEARCH**

416-248-3739

ENV, POLLUTION CONTROL BR DEVELOPMENT & RESEARCH GROUP includes: an Applied Sciences Section (248-3044), a Wastewater Treatment Section, and a Water Technology Section. The group provides: liaison with academic and research groups, dissemination of technical information and findings, technical assistance to the Planning Sections, applied environmental research on pollution, wastewater treatment and drinking water quality. Also provides technical support regarding the application of new technology directly to municipalities and industry and to the public through regional and district offices (see Appendix for list). Provides grants for health related environmental research and other projects from Provincial Lottery funds; write to Pollution Control Br., Development & Research Group, Min. of the Environment, 135 St. Clair Ave. W., Toronto, M4V 1P5.

**ENV POLLUTION CONTROL BR MUNICIPAL AND PRIVATE**

416-965-6967

ENV, POLLUTION CONTROL BR MUNICIPAL AND PRIVATE Section deals with municipal and private sewage and municipal water supply. Provides liaison with federal agencies including coordination of federal grants to municipalities for sewage and water works. Deals with regulations and standards for pollution control relating to septic tanks, boating (pleasure craft), marinas, ice huts and municipal sewage treatment plants. Specific activities include phosphorous removal at all municipal sewage treatment plants (to safeguard Great Lakes water quality), urban drainage management and sewage sludge use on farm land. Also is involved with policies dealing with the provision of safe drinking water. Contact regional or district offices listed in the Appendix. Inspection and approval of septic tanks is done by county or regional health units under agreement with the Crown (except in areas where no agreement is in effect, e.g., Muskoka, Parry Sound, North Bay & Ottawa-Carleton where this service is done by Ministry's regional or district offices).

**ENV POLLUTION CONTROL BR NOISE**

416-965-3054

ENV, POLLUTION CONTROL BR NOISE POLLUTION Control Section deals with the control of noise emissions and comments on the relationship between new and existing land use and noise sources (e.g. industry, highways, railways and aircraft). Develops acoustics criteria and standards (965-1193). Monitors blast concussion and ground vibration levels from operating pits and quarries in response to complaints. Promotes the Model Municipal Noise Control By-Law for adoption by municipalities and assists in training of noise control officers. The publication, 'Model Municipal Noise Control By-Law, Final Report' is available at \$3 per copy from the Ontario Government Bookstore, 880 Bay St., Toronto (965-2054). For inquiries on noise pollution contact the ministry's regional and district offices listed in the Appendix. In Metro Toronto this Section (965-4071) will respond to noise complaints or refer callers to the proper municipal office where there is a municipal noise control by-law.

**ENV POLLUTION CONTROL BR PESTICIDES**

416-965-2401

ENV, POLLUTION CONTROL BR PESTICIDES CONTROL Section ensures safe and effective use of pesticides to control pollution. Issues licences for use and sale of pesticides (e.g. pest exterminators). Has publications on, and answers inquiries about, control of household pests, insects, etc. In conjunction with municipalities provides grants for termite control. Contact regional or district offices listed in the Appendix.

**ENV POLLUTION CONTROL BR SAFETY**

416-965-1027

ENV, POLLUTION CONTROL BR, SAFETY SECTION supervises, administers and advises the Ministry on safety programs in all its pollution control operations. Ensures adherence to appropriate Acts, Regulations and Standards, develops safety policies, inspections and training programs, investigates accidents and compiles statistics. Advises Regional and Laboratory Safety Officers and provides liaison with other government and non-government agencies in safety matters.

**ENV POLLUTION CONTROL BR TRAINING**

416-965-1027

ENV, POLLUTION CONTROL BR, TRAINING & CERTIFICATION SECTION, through its technical training program promotes increased effectiveness and efficiency of the staffs of industries, municipalities and government agencies in activities designed to control pollution and to protect and conserve the natural environment. Promotes and administers certification programs including those for Provincial environmental officers and municipal noise control officers. Conducts liaison with provincial, federal and international agencies on training and certification matters. Contact Section Registration Secretary.

**ENV PROGRAM PLANNING AND EVALUATION BR**

416-965-7984

ENV, PROGRAM PLANNING AND EVALUATION BR is a clearing house for policy development, responsible for the coordination of policy, policy analysis as well as program development within the ministry. Coordinates the ministry's management by results program. Directs multi-year planning and related submissions. Coordinates liaison activities with Cabinet Committee on Resources Development, Management Board and ministries within the Ontario government.

**ENV PROJECT COORDINATION BR**

416-965-7062

ENV, PROJECT COORDINATION BR manages and coordinates all aspects in the development and construction of ministry capital projects, e.g. water supply, sewage and pollution control facilities for municipalities. This includes design and equipment selection (965-3490). Upon approval of a project by the ministry, the branch arranges for design work and financial analysis, including details on grants available. Upon approval by the Ontario Municipal Board (OMB), tenders are called and contracts awarded by the ministry. The branch assists in initiation of ministerial orders defining specific public water and sewage service areas. Administers grants programs for certain sewage and water works to municipalities qualifying under the ministry's priority rating system and to small communities for upgrading private sewage or water systems. Contact regional or district offices listed in the Appendix.

**ENV REGIONAL OPERATIONS DIVISION**

416-965-5115

ENV, REGIONAL OPERATIONS DIVISION delivers ministry services to the municipalities and the public through six regional offices and several district offices throughout Ontario. These offices provide technical comment on the feasibility of new project proposals (e.g., land use planning and environmental assessments). Each regional office performs its functions through four sections: Industrial Abatement (pollution by industry), Municipal & Private Abatement (pollution by municipalities and individuals), Utility Operations (assistance to municipalities re provincially-funded water and wastewater projects) and Technical Support (concerning withdrawal of water from water resources and approval of installations emitting contaminants). Contact regional and district offices listed in the Appendix.

**ENV WASTE MANAGEMENT ADVISORY BOARD**

416-965-3007

ENV, WASTE MANAGEMENT ADVISORY BOARD advises the Minister of the Environment on matters related to the management of waste in Ontario including means of reducing the quantity produced, of assisting in the development of resource recovery from the waste stream, and of improving the aesthetic quality of the physical environment.

**ENV WASTE MANAGEMENT BR WASTE SYSTEMS PLANNING**

416-965-3284

ENV, WASTE MANAGEMENT BR, WASTE SYSTEMS PLANNING Section. The Waste Management Branch coordinates programs concerned with the disposal of waste on land. Waste Systems Planning Section deals with pollution by industry (such as mining, metals, food, petroleum) and municipal and private solid wastes. These include hazardous industrial waste, industrial sludges and pretreatment residues, municipal sewage sludge, derelict motor vehicles, soft drink or beverage containers, and their disposition at waste disposal sites. Coordinates related federal-provincial activities; provides technical support regarding industrial waste treatment and control with respect to water, air and solids. Coordinates project to take inventory and recommend rehabilitation of derelict mining land throughout Ontario. See also Env Waste Management Br Waste Utilization Section. Contact regional or district offices listed in the Appendix for complaints on related pollution.

**ENV WASTE MANAGEMENT BR WASTE UTILIZATION**

416-636-8015

ENV, WASTE MANAGEMENT BR, WASTE UTILIZATION Section. The Waste Management Br coordinates programs concerned with the disposal of waste on land. Waste Utilization Section develops and implements a comprehensive waste management program including new procedures for resource recovery and recycling, especially for energy conservation. Operates full scale experimental plant for technology research and market development. Provides grants for selected technology demonstration projects. Promotes source separation projects (recovery of waste newspaper, glass and cans from residential garbage) in selected municipalities. See also Env Waste Management Br Waste Systems Planning.

**ENV WATER RESOURCES BR DATA SYSTEMS**

416-965-6141

ENV, WATER RESOURCES BR DATA SYSTEMS and Administration Section designs, develops and implements systems that store, retrieve and process data related to the programs of the Water Resources Branch.

**ENV WATER RESOURCES BR HYDROLOGY**

416-965-2105

ENV, WATER RESOURCES BR HYDROLOGY & Monitoring Section coordinates water quality and quantity programs related to lakes and other inland waters. Provides geotechnical support for ministry hydrogeological and ground water development and protection programs. Issues licences to contractors of water wells and participates in policy making and application of the water taking permit program. Contact regional or district offices listed in the Appendix.

**ENV WATER RESOURCES BR LIMNOLOGY**

416-248-3058

ENV, WATER RESOURCES BR LIMNOLOGY and Toxicity Section does studies on relationships between aquatic organisms and the water environment (e.g. problem weed species, aquatic weed harvesting). Limnology Unit monitors water quality in recreational lakes and assesses and develops lake restoration methods. The Toxicity Section provides data on lethal effects of waste from industry, pesticides and other contaminants or hazardous agents on fish and other aquatic organisms (e.g. mercury levels). Contact regional or district offices listed in the Appendix.

**ENV WATER RESOURCES BR PLANNING**

416-965-6954

ENV, WATER RESOURCES BR PLANNING and Coordination Section coordinates and maintains water resources policy and guidelines. Plans and coordinates water resources surveys and river basins water management studies. To achieve desirable water quality in the Great Lakes, coordinates Great Lakes survey programs so that pollution abatement and remedial measures are determined. Also answers inquiries on mercury levels in fish. Contact regional or district offices listed in the Appendix.

**ENV WATER RESOURCES BR WATER MODELLING**

416-965-4590

ENV, WATER RESOURCES BR WATER MODELLING SECTION develops, adapts and applies mathematical models and analytical methods to represent and predict the response of lakes, streams, and ground water to waste inputs, withdrawals, pollution control measures,

land-use practices and climatic conditions in order to aid development of water management policy and assess effects on environment. Conducts studies in representative areas to develop and test models. Contact regional or district offices listed in the Appendix.

## ENVIRONMENT

Environment, Ministry of, see ENV Branch Name.

## ENVIRONMENTAL APPROVALS

Environmental Approvals, see Env Environmental Approvals Br

## ENVIRONMENTAL ASSESSMENTS

416-965-9433

AG & FOOD, FOODLAND DEVELOPMENT BR reviews official plans, **environmental assessments** and project proposals for their land use planning implications to agriculture. Assists the Ministry of Government Services in leasing for agricultural purposes farm land held by the government for future development. The branch also administers the Topsoil Preservation Act (allowing municipalities to regulate removal of topsoil). Drainage Section (965-9921) administers the Tile Drainage Act and the Drainage Act (financial assistance to municipalities and farmers for the improvement of farm land) and the Agricultural Tile Drainage Installation Act (licensing of installers of tile drainage systems on farm land).

416-965-4490

CULT & REC, HISTORICAL PLANNING AND RESEARCH BR provides research and information on built (i.e., man-made) heritage (historical) and archaeological resources to assist in the planning and development of Ontario government programs (e.g. **environmental assessments** for land use planning). Publishes research reports, planning documents and public information brochures. Advises and works with community groups and individuals on archaeological and other heritage conservation projects. Provides professional support to the Ontario Heritage Foundation in making grants to assist archaeological projects. Maintains a provincial archaeological data bank & coordinates response to inquiries on new discoveries. Deals with emergency situations to rescue threatened heritage sites. Issues & answers inquiries about archaeological licences. Regional archaeologists are listed in the Appendix.

416-965-6343

ENV, AIR RESOURCES BR supplies base information for the development of the Ministry's policies and programs to achieve and maintain desirable air quality in Ontario. Sets air quality objectives and emission standards. Conducts **environmental assessments** such as studies on the effect of land use on air quality and air quality assessments for land use planning. Performs spot checks of vehicles for sale at used-car dealers to ensure compliance with auto emission control standards. Operates an air pollution index (965-9150) and alert system and produces air quality reports. Assesses immediate and long-term effects of contaminants on soils and vegetation and investigates vegetation damage claims. Conducts studies into technological developments, industrial trends and pollution problems, including hazardous agents and other emissions. Administers environmental research grants. Contact regional or district offices listed in the Appendix.

416-965-3980

ENV, ENVIRONMENTAL APPROVALS BR is the central area where persons and organizations seek ministry approval for activities affecting the environment. Conducts **environmental assessments** on applications for permits required under the Environmental Protection Act (e.g. waste disposal sites), Ontario Water Resources Act and the Environmental Assessment Act and approves such requests. To apply for permits under these Acts contact

ministry's regional or district offices listed in the Appendix. The branch ensures that environmental safeguards are incorporated into land use planning policies and programs. Evaluates at planning stage certain activities by government ministries, utilities, government-funded projects and related activities in the private sector, which will have a significant environmental impact. Develops guidelines for waste disposal systems by industry, municipalities and the public.

416-965-2531

ENV, ENVIRONMENTAL ASSESSMENT BOARD holds public hearings on the environmental impact of major development proposals under three statutes: The Ontario Water Resources Act, 1970 (OWRA), The Environmental Protection Act, 1971 (EPA); The Environmental Assessment Act, 1975 (EAA). Hearings may also be held under orders-in-council. Following hearings under the OWRA (municipalities wishing to establish or extend their sewage works into another municipality or territory) and the EPA (approval to establish or extend waste disposal sites), the Board submits recommendations to the Ministry of the Environment. Under the Environmental Assessment Act, 1975, after the **environmental assessments** and the ministry's review thereof have been made public, any person can require by written notice a hearing by the Board. After hearings are held under the EAA, the Board renders a final decision which can only be varied or rescinded by the Minister with approval of the Lieutenant Governor in Council.

416-248-3015

ENV, LABORATORY SERVICES BR provides ministry branches with analytical support for their projects involving **environmental assessments** and for pollution control programs. Participates in planning programs requiring analytical expertise and assists in analytical data interpretation. Updates analytical methods and develops procedures for measuring new environmental pollutants. The Central Laboratory in Toronto advises regional laboratories in Thunder Bay, London and Kingston on the use of new analytical procedures. Participates in environmental research projects aimed at clarifying the interaction of atmospheric and aquatic pollutants with the environment and their effect on human health including occupational health.

416-965-5115

ENV, REGIONAL OPERATIONS DIVISION delivers ministry services to the municipalities and the public through six regional offices and several district offices throughout Ontario. These offices provide technical comment on the feasibility of new project proposals (e.g., land use planning and **environmental assessments**) Each regional office performs its functions through four sections: Industrial Abatement (pollution by industry), Municipal & Private Abatement (pollution by municipalities and individuals), Utility Operations (assistance to municipalities re provincially-funded water and wastewater projects) and Technical Support (concerning withdrawal of water from water resources and approval of installations emitting contaminants). Contact regional and district offices listed in the Appendix.

416-965-6418

HOUSING, OPERATIONS & DEVELOPMENT CONTROL Br administers Minister's zoning orders, part-lot control by-laws, validation of title, & road closing applications. Comments to the Ont. Municipal Board on municipal zoning by-laws. Coordinates delegation of Minister's powers to local jurisdictions (e.g., transfer of local official plans approvals to regional municipalities & land severance approvals to Northern Ontario planning boards). Monitors land severance decisions of delegated boards, committees of adjustment & land division committees. Administers land severance applications in Northern Ontario. Reviews applications for municipal annexations, quarries & pipelines. Processes Niagara Escarpment Dev Control appeals. Provides technical, administrative & statistical

support for the Plans Admin. Div. Coordinates ministry review of **environmental assessments**. Prepares publications on the planning process. Takes part in special projects (e.g., review of land use planning reports).

416-965-6283

NAT RES, CONSERVATION AUTHORITIES BR encourages the conservation, development and utilization of water and related land resources by providing policy, funding assistance, management and planning direction to Conservation Authorities, autonomous bodies established under the Conservation Authorities Act. Provides grants to support resource management projects initiated and undertaken by the Authorities. These include water and land management programs (flood plain mapping, **environmental assessments**, flood control works, such as dams, channel improvements and erosion control structures) and conservation and recreation land management programs (reforestation and woodlots management, wildlife management, outdoor recreation information and education).

416-965-2899

NAT RES, LAND USE COORDINATION BR establishes methods and procedures to coordinate planning for the use of Crown land particularly to increase the number of cottage lots provided on Crown land in Northern Ontario. Participates in land use planning done by other ministries. Prepares lake plans and conducts studies to determine the suitability of small Crown lakes and rivers for recreation activities, particularly cottaging. Coordinates the preparation of **environmental assessments** for the Ministry subject to the Environmental Assessment Act, 1975 (965-5344). Coordinates the input to and review of plans of municipalities and other agencies relative to this ministry's plans and programs.

416-248-3931

TR & COMM, MUNICIPAL-PROVINCAL TRANSPORTATION BR, ENVIRONMENTAL OFFICE develops environmental policy, procedures and management practice for provincial transportation and communications programs. Conducts **environmental assessments** for work on provincial roads. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

## ENVIRONMENTAL RESEARCH

416-965-6343

ENV, AIR RESOURCES BR supplies base information for the development of the Ministry's policies and programs to achieve and maintain desirable air quality in Ontario. Sets air quality objectives and emission standards. Conducts environmental assessments such as studies on the effect of land use on air quality and air quality assessments for land use planning. Performs spot checks of vehicles for sale at used-car dealers to ensure compliance with auto emission control standards. Operates an air pollution index (965-9150) and alert system and produces air quality reports. Assesses immediate and long-term effects of contaminants on soils and vegetation and investigates vegetation damage claims. Conducts studies into technological developments, industrial trends and pollution problems, including hazardous agents and other emissions. Administers **environmental research** grants. Contact regional or district offices listed in the Appendix.

416-248-3015

ENV, LABORATORY SERVICES BR provides ministry branches with analytical support for their projects involving environmental assessments and for pollution control programs. Participates in planning programs requiring analytical expertise and assists in analytical data interpretation. Updates analytical methods and develops procedures for measuring new environmental pollutants. The Central Laboratory in Toronto advises regional laboratories in

Thunder Bay, London and Kingston on the use of new analytical procedures. Participates in **environmental research** projects aimed at clarifying the interaction of atmospheric and aquatic pollutants with the environment and their effect on human health including occupational health.

416-965-7048

ENV, PESTICIDES ADVISORY COMMITTEE. Annually reviews the Pesticides Act, its Regulations and government publications on pests and pesticides. The Ontario Government Bookstore (965-2054) has all government publications on pesticides. The Committee inquires into matters concerning pesticides and the control of pests. Classifies all pesticides previous to their marketing in Ontario. Maintains a library of pesticide containers. For pesticide vendors and exterminators licences contact Env Pollution Control Br Pesticides Control Section (965-2401). Advises the Ministry on **environmental research** grants and evaluates their results.

416-248-3739

ENV, POLLUTION CONTROL BR DEVELOPMENT & RESEARCH GROUP includes: an Applied Sciences Section (248-3044), a Wastewater Treatment Section, and a Water Technology Section. The group provides: liaison with academic and research groups, dissemination of technical information and findings, technical assistance to the Planning Sections, applied **environmental research** on pollution, wastewater treatment and drinking water quality. Also provides technical support regarding the application of new technology directly to municipalities and industry and to the public through regional and district offices (see Appendix for list). Provides grants for health related **environmental research** and other projects from Provincial Lottery funds; write to Pollution Control Br., Development & Research Group, Min. of the Environment, 135 St. Clair Ave. W., Toronto, M4V 1P5.

## EROSION

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from **erosion** or storms (965-7499).

416-965-6283

NAT RES, CONSERVATION AUTHORITIES BR encourages the conservation, development and utilization of water and related land resources by providing policy, funding assistance, management and planning direction to Conservation Authorities, autonomous bodies established under the Conservation Authorities Act. Provides grants to support resource management projects initiated and undertaken by the Authorities. These include water and land management programs (flood plain mapping, environmental assessments, flood control works, such as dams, channel improvements and **erosion** control structures) and conservation and recreation land management programs (reforestation and woodlots management, wildlife management, outdoor recreation information and education).

416-965-1271

**NAT RES, ENGINEERING SERVICES BR** is responsible for design, construction and maintenance of dams, docks and other hydraulic structures and improvements. Does special engineering, water management, shoreline management and hydrology studies to prevent flooding and **erosion**. Also coordinates resource access construction and maintenance (e.g., water access and road programs). Administers The Lakes and Rivers Improvement Act which regulates the construction and operation of dams and diversions in the province.

## ESCALATORS

Escalators, see Elevating Devices

## ESL

ESL (English as a Second Language), see Cult & Rec Newcomer Services Br.

## ESTATE TAX

Estate Tax (Succession Duty), see Revenue Succession Duty & Land Tax Br.

## ESTATES

416-362-1331

**ATT GEN, PUBLIC TRUSTEE** manages **estates** of mentally incompetent persons (mainly those in psychiatric hospitals and facilities for the retarded). May be appointed Administrator of **estates** of Ontarians who die intestate without adult next-of-kin in Ontario and may manage such an estate as would a private trustee. May also be appointed Executor under a will. The Public Trustee is authorized to accept private trusts, Powers of Attorney, etc. Advises charitable organizations of legacies from wills and reviews operations of charities. Receives in trust assets of corporations undergoing dissolution. Authorized to receive funds in trust for perpetual care of cemeteries.

416-965-7314

**ATT GEN, SURROGATE COURT** probates wills of persons who die testate (with a Will), and letters of administration of persons who die intestate (without a Will). Issues letters of guardianship of persons and/or the estates of children. Processes applications for the custody of children. The Surrogate Court also handles contested claims against **estates**, Will trials, applications under the Succession Law Reform Act and Proof in Solemn Form of Lost Wills. Contact local Surrogate Court Registrar.

## ETHNIC

Ethnic, see also Multicultural, Multiculturalism

416-965-2324

**ADVISORY COUNCIL ON MULTICULTURALISM** consists of twenty-five members appointed by Order in Council who are regionally and ethnically representative of major **ethnic** cultures and populations in Ontario and have had previous experience related to multiculturalism. Council's role is to advise government on how the principles of multiculturalism may be better understood and put to practical use. The Council meets monthly and reports to the Provincial Secretary for Social Development.

416-965-3255

**IND & TOUR, COMMUNICATIONS DIV, ADVERTISING SECTION** promotes tourism in Ontario through advertising in consumer media and travel trade publications. Also advertises industry and trade development in Ontario and abroad. Agency of Record purchases advertising print space and broadcast time for all ministries, boards and commis-

sions of the Ontario Government. Government information communications program (Ontario 20) provides government information to **ethnic** or multicultural and non-urban communities through weekly newspapers, **ethnic** publications, radio and television.

416-965-6841

ONTARIO HUMAN RIGHTS COMMISSION administers the Ontario Human Rights Code to achieve equal treatment for all people in the areas of employment, housing, public accommodation, services and facilities such as hotels and restaurants, and related advertising, regardless of race, creed, colour, age, sex, marital status, nationality, ancestry or place of origin. Investigates and conciliates complaints of discrimination. Promotes public education to eliminate prejudice and provides publications on human rights. Undertakes resolution of community problems involving race and **ethnic** relations when tensions threaten to erupt into violence. The Commission reports to the Legislature through the Minister of Labour. Contact Ministry of Labour regional offices listed in the Appendix.

## ETHNOCULTURAL

416-965-6621

CULT & REC, MULTICULTURAL DEVELOPMENT BR develops and supports programs aimed at developing and improving intercultural relations. Programs include: developing an appreciation for different **ethnocultural** groups in Ontario; encouraging information sharing through intercultural workshops; assisting the development within institutions of a sensitivity to cultural differences in overcoming barriers to service delivery; assisting **ethnocultural** groups to improve their organizational and leadership skills to enable them to fully participate in Ontario society. Branch consultants work with community groups, voluntary agencies, professional associations and other institutions providing consultative services, publications, films, tapes and intercultural development grants. Contact main office or field offices listed in the Appendix.

416-965-0212

CULT & REC, MULTICULTURAL HISTORY PROJECT. Working with the Multicultural Development Branch the project will collect, catalogue and preserve historical material on Ontario **ethnocultural** groups and will make it available to the public through the Archives of Ontario. The project is sponsored by the Ministry and funded by Wintario.

## EXCEPTIONAL STUDENTS

Exceptional Students, see Educ Special Education Br.

## EXCHANGES

416-965-6149

AG & FOOD, AGRICULTURAL MANPOWER SERVICES assists Ontario farmers with their manpower needs by providing information and advice on farm labour supply, employment standards legislation, personnel management, job creation programs and training programs for farm workers. Assistance is also given to students involved in **exchanges** between farms in Ontario and foreign countries. This office is a member of the Ontario Federal-Provincial Agricultural Manpower Committee.

416-965-4162

CIV SERV, FRENCH LANGUAGE SERVICES UNIT under the Staffing Division offers French language training courses to employees of the Ontario Public Service and of municipalities. Assists ministries in recruitment of bilingual staff. Administers Ontario-Quebec Summer Student Job Exchange program and civil servants **exchanges**.

416-965-6509

CULT & REC, CULTURAL EXCHANGE PROGRAM, part of Arts Services Branch, provides information and/or grants to community associations, individual artists and arts groups involved in interprovincial or international cultural **exchanges**. A variety of cultural **exchanges** between Ontario and Quebec are assisted under the auspices of the Ontario-Quebec Permanent Commission.

416-965-2667

EDUC, PROFESSIONAL DEVELOPMENT BR administers summer courses for teachers (965-2664) and coordinates teachers' winter courses which are sponsored by local school boards and approved by regional offices (965-2450). Arranges **exchanges** for teachers and school board personnel within Ontario and across Canada (965-9667). Administers examination of supervisory officers after completion of pre-service and in-service training (965-9672). Provides financial assistance for French language professional development activities for teachers (965-9667). Provides staff training and development to ensure improvement and advancement of Ministry personnel (965-2680).

416-965-5620

EDUC, STUDENT ACTIVITIES & SPECIAL PROJECTS BR encourages educational and cultural **exchanges** of students and teachers (965-5635) and may provide grants for these projects. Projects include: Educational Exchange Programs and Ontario-Quebec School Twinning (965-5989), Ontario Young Travellers (965-5605), School Twinning Programs, e.g. Project Canada, Project School-to-School, Teacher Exchange Programs (965-1129) and Experience Programs (965-6329). Administers the Second-Language Monitor Program which encourages bilingual university students to act as teaching monitors to teachers of French or English as a second language (965-5996). Operates the Ontario Student Leadership Centre which accepts secondary school students for leadership training courses (965-6410). The Student Guidance Information Service (965-9676) provides computerized career and institutional information to schools. The branch prepares guidance documents and Ontario Student Record material.

416-965-2927

INTGOV AFF, ONTARIO QUEBEC PERMANENT COMMISSION promotes and stimulates cultural and educational **exchanges** between governments, individuals, groups, schools and organizations in Ontario and Quebec to foster understanding and cooperation between residents of the two provinces. The OQPC does not fund or operate programs directly but encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint support. Also coordinates **exchanges** between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

## EXECUTIVE COUNCIL

416-965-1945

The Cabinet, officially called the **Executive Council**, exercises the executive power of the Ontario Government. The Cabinet comprises the Premier, the Provincial Secretaries of the three policy fields, Ministers directing ministries within these policy fields, the Treasurer & Minister of Economics, the Minister of Intergovernmental Affairs, the Minister of Revenue, the Minister of Government Services, Ministers without portfolio & the Chairman of Management Board. The Secretary of the Cabinet and Clerk of the **Executive Council** is head of the Cabinet Office. The Cabinet Office provides staff support for Cabinet, the Policy & Priorities Board of Cabinet and the Cabinet Committees on Legislation, Justice, Resources Development, Social Development, Confederation & other committees as

required. For information on the structure of Cabinet (**Executive Council**) write to Cabinet Office, Rm. 381, Legislative Bldg., Queen's Park, Toronto M7A 1A1.

## EXHIBITIONS

Exhibitions, see also Exhibits

416-965-1091

**AG & FOOD, AGRICULTURAL & HORTICULTURAL SOCIETIES BR** gives grants to agricultural societies in Ontario for **exhibitions**, fairs, crop competitions, improvements to buildings and grounds, commercial and educational displays. Also gives grants to horticultural societies and plowmen's associations. Horticultural societies hold **exhibitions** and competitions (i.e., flowers, plants and vegetables); conduct courses on gardening. The Ontario Plowmen's Association which sponsors the International Plowing Match and Farm Machinery Show has its headquarters at this branch.

416-361-0414

**CULT & REC, ART GALLERY OF ONTARIO** cultivates and advances the cause of visual arts in Ontario with programs, lectures and films on the origin, development, appreciation and techniques of the visual arts. Exhibits works of art from its permanent collection and invitational and loan **exhibitions** in the art gallery and The Grange, a restored historic Toronto house. Circulates **exhibitions** to Ontario communities. Offers an art rental service, art book shop, audio-visual library, art reference library, art classes, tours and speakers bureau.

416-978-3690

**CULT & REC, ROYAL ONTARIO MUSEUM**, incorporating the Canadiana collections (978-6738) at 14 Queen's Park Crescent West and the McLaughlin Planetarium (978-8558), is the largest of Canada's public museums and a major research institution with excellent collections in 20 departments. These include the arts, archaeology (e.g. Chinese, Egyptian) and the sciences (e.g. Mammalogy, Mineralogy, Entomology, Ornithology, Vertebrate Palaeontology). The departments identify objects related to their fields such as birds, insects, works of art, artifacts, etc. for information only, not for financial ends (write or call for appointment). The ROM offers tours, a Discovery Room (inviting public participation when viewing exhibits), travelling **exhibitions**, museumobiles, a Speakers Bureau, lectures and art instruction, showings of films, clubs for senior citizens and children. The ROM is at 100 Queen's Park Cres., Toronto.

416-965-6741

**GOVT SERV, PROPERTY MANAGEMENT BR**, through regional and field area offices (see list in the Appendix) provides operation and maintenance services to Government-owned and leased premises including repairs, housekeeping, horticultural services, moving and bulk parking allocation, elevator maintenance. Ensures safety in government buildings and on construction sites; coordinates displays by various ministries in **exhibitions** at the London, Ottawa and Thunder Bay government buildings; coordinates tenders and administers catering contracts for cafeterias and vending machines in government offices, court houses and registry offices. It is also responsible for the reservation and use of committee rooms in the Macdonald Block (Phone: 965-1109).

416-965-4008

**IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION** accepts collect calls (965-3448 for calls in French). Provides Ontario travel counselling to the public. Supplies information and publication on tourist attractions, accommodations, campgrounds & parks (incl. trails, canoe routes), events, festivals, **exhibitions** & tours, facilities for hunting, summer & ice fishing, boating, skiing & other winter activities.

Distributes road and tourist maps. Reports on up-to-date ski & winter road conditions, fall colour & campgrounds vacancy. Operates nine travel information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald Block). Eleven travel information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

416-965-1215

INTGOV AFF, PROTOCOL SERVICES BR answers inquiries from other branches, agencies and the public about protocol procedures and social etiquette. Arranges official Ontario ceremonies, conferences and special events, including the 'At Queen's Park' series of concerts and **exhibitions**. A government hospitality fund provides resources to host hospitality functions (e.g., luncheons, dinners, receptions) where the Government officially welcomes visitors from outside Ontario who attend national or international events. Requests for assistance should be in writing to: The Minister of Intergovernmental Affairs, Queen's Park, Toronto, M7A 1C1.

## EXHIBITS

Exhibits, see also Information Service for listing of ministries' Information Branches which are usually responsible for exhibits.

416-965-6509

CULT & REC, FESTIVAL ONTARIO, under the Arts Services Branch coordinates **exhibits** from major cultural and arts institutions (e.g.: Art Gallery of Ontario, Royal Ontario Museum, Ontario Science Centre, Ontario Educational Communications Authority, Ontario Arts Council, Archives of Ontario, Ontario Film Theatre, Royal Botanical Gardens, McMichael Canadian Collection, etc.) and makes these available free of charge to communities to augment festivals or special events. Festival Ontario does not organize festivals but assists at the request of communities. Contact main office or regional offices listed in the Appendix.

416-429-4100

CULT & REC, ONTARIO SCIENCE CENTRE located at Don Mills Road and Eglinton Ave. East in North York, explains science and technology to the public through innovative methods. Invites audience participation in its 550 **exhibits** and its demonstrations, workshops and theatre presentations. Provides special exhibits, films and lectures; also provides education programs and tours for Canadian school classes booked in advance of their visit. Four major travelling **exhibits** visit shopping malls, schools, libraries, and recreation centres throughout Ontario. The Centre also houses the Ontario Film Institute which is a reference and information centre, the Ontario Film Theatre which screens films, and the Ontario Film Archives.

## EXPERIENCE PROGRAM

416-965-4530

COLL UNIV, VENTURE CAPITAL PROGRAM, part of the Ontario **Experience Program** provides loans to full-time senior secondary school, college or university students over the age of 18 to operate a business during the summer months.

416-965-3540

ONTARIO YOUTH SECRETARIAT researches information and advises the Ontario Government and ministries on policies and programs involving youth (persons approximately 16 - 24 years). The Secretariat coordinates government youth programs including youth

employment, e.g. summer employment for students. It also provides an information service on government youth services. Inquiries about the Ontario government's **Experience Program** in general should be directed to Tel. 965-0480. Each ministry coordinates its own Experience Programs. The Ontario Youth Secretariat reports to the Legislature through the Provincial Secretary for Social Development.

## EXPORTS

416-965-5494

IND & TOUR, CONSULTATIVE SERVICES BR, COUNSELLING provides counselling services to those starting a small business, to inventors and entrepreneurs who wish to commercialize their ideas, and to businesses that need technical assistance in metric conversion. Counselling to inventors includes information on what a patent is, how a patent-search can be conducted at the lowest cost, how to determine product marketability. Advises companies individually on marketing and **exports**, financial problems and business planning, and assists small companies that do not have traffic managers to determine the most economical method of packing and shipping products to consumers. Encourages production improvement and cost reduction through industrial engineering counselling assistance and through an energy management counselling program. For business counselling contact Queen's Park: 965-0410 (manufacturing programs), 965-5494 (marketing and financial programs) or regional offices listed in the Appendix (in Metro Toronto, 491-7680). See also Ind & Tour Consultative Services Br Grants.

416-965-4622

IND & TOUR, DEVELOPMENT CORPORATIONS. The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern Ontario Development Corporation (NODC) assist in and encourage the development and diversification of Ontario industry by providing: financial assistance through incentive and term loans and bank guarantees; sites, facilities and services in two industrial parks; technical, business and financial information and advice. Tourism operations, secondary manufacturing industries and service industries allied to manufacturing may avail themselves of this service. Loans are available for establishing new operations such as tourist facilities, expanding present operations, introducing new products and technology, financing **exports**, purchasing and installing pollution control and energy conservation equipment. Contact corporation regional offices listed in the Appendix.

416-965-7119

IND & TOUR, INDUSTRY & TRADE ANALYSIS BR Economic Analysis Section (965-5354) analyzes major industrial development issues to develop recommendations that will enhance the Ontario business environment. Market Research Section (965-4347) collects and analyzes international and domestic market data to assist expansion and diversification of Ontario manufacturing industry. Provides statistics and market data to industrial development and marketing officers and to the business community. Provides name of manufacturers of unusual or hard to find products. Publishes 'Ontario in Statistics' and 'Ontario **Exports** by Countries and Commodities'. A booklet on the **exports** business (Exporting Made Easier) is also available on request (965-8644).

## EXPROPRIATION

416-965-2867

ATT GEN, BOARD OF NEGOTIATION may act as a mediator to negotiate a settlement when property is expropriated and no agreement can be reached on compensation for the

**expropriation.** Either the property owner or the expropriating authority can request the services of the Board of Negotiation.

416-965-2867

**ATT GEN, BOARD OF VALUATION.** Where a power exercised under the Power Corporation Act does not constitute an **expropriation** or injurious affection, compensation shall be paid to the property owner for all damage, and when no agreement is arrived at as to amount of compensation to be paid to the owner, the Board of Valuation shall determine compensation for such property damage. If either the owner or the Corporation is dissatisfied with the amount fixed, appeals may be made to the Ontario Municipal Board.

416-965-2535

**ATT GEN, COMMON LEGAL SERVICES** is responsible for provision of lawyers to the ministries of the Ontario Government. Coordinates and assists in general legal advice to these ministries. This office also functions as Chief Inquiry Officer under the Expropriations Act, appointing and providing liaison with inquiry officers throughout the province who hear concerns from the public on specific **expropriation** cases.

416-965-1012

**ATT GEN, LAND COMPENSATION BOARD** determines compensation for land taken either through **expropriation** by a Statutory Authority or through consent to arbitration under Ontario legislation, for damages for injurious affection to land caused by a Statutory Authority, for personal and business damages, and for disturbance damages. The Land Compensation Board provides information on arbitration proceedings for compensation and related matters.

416-965-2851

**ONTARIO ENERGY BOARD** regulates certain phases of the natural gas industry in Ontario including rates and charges, designation and authorization of storage areas, construction of transmission lines, **expropriation** for natural gas pipelines, franchises for natural gas companies to serve designated areas. Acts upon references by the Minister of Energy about wholesale Ontario Hydro rates, and by the Lieutenant Governor in Council on any questions about energy. The Board answers to the Legislature through the Minister of Energy.

416-248-3967

**TR & COMM, PROPERTY BR** is responsible for policies and procedures pertaining to the appraisal and acquisition including **expropriation** of property required for Ministry programs. Also handles administration and land management (248-3213). Contact Operations regional and district offices listed in the Appendix. In Metro Toronto, call Central Region, 248-3455.

## EXTENDED CARE

Extended care (for senior citizens in Homes for the Aged), see Comm Soc Adult Serv Div Senior Citizens Services.

## EXTENDED HEALTH CARE

Under the Extended Health Care Program (administered by the Ministry of Health), chronic care patients in hospitals and psychiatric hospitals are discharged to Homes for Special Care and nursing homes which can better meet their treatment needs while making more hospital beds available. The Ontario Health Insurance Plan (OHIP) partially covers cost of treatment. Application for Extended Health Care is made through a family doctor. For further information contact Health Communications Br, 965-3101.

416-965-5053

HEALTH, FINANCE AND ACCOUNTING BR provides financial information to management; establishes the Ministry's accounting policies; manages its payment systems and effects collection and refund of Ontario Health Insurance Plan premiums and other ministry revenue. Payment systems encompass payments to hospitals and related facilities, payments to physicians, practitioners and subscribers for care provided under the Health Insurance Act, payments for suppliers' goods and services, salaries and payments under special programs such as Homes for Special Care and **Extended Health Care** programs (965-1505) as well as the Ontario Drug Benefit Program (965-9337). For a description of accounting function see first entry under Accounting.

416-965-5081

HEALTH, INSPECTION BR NURSING HOME INSPECTION Services issues licences to, inspects and investigates complaints about nursing homes. Inspection involves quality and quantity of nursing and personal care provided, adequacy of fire and general safety equipment, sanitation. Approves construction plans for new homes. Most nursing home residents are eligible for **Extended Health Care** (EHC) benefits under the Ontario Health Insurance Plan (OHIP). For Nursing Homes licences, inspection and complaints, contact head office or regional offices listed in the Appendix (in Toronto, 965-4690).

416-965-5700

HEALTH, INSURANCE CLAIMS BR processes insurance claims under the Ontario Health Insurance Plan (OHIP). Administers district offices which answer questions about enrolment in OHIP, premium payments, claims payments and **Extended Health Care** benefits. Appeals concerning **Extended Health Care** benefits in nursing homes are handled by the Medical Eligibility Committee (965-3294). Contact district offices listed in the Appendix (in Toronto, 482-1111).

416-965-9337

HEALTH, ONTARIO DRUG BENEFIT (ELIGIBILITY). Selected prescribed drugs are provided free to senior citizens (65 or older) who receive Old Age Security (OAS) or who have resided in Ontario for the past 12 months and are Canadian citizens or landed immigrants; to recipients of Family Benefits (FBA), General Welfare (GWA) and vocational rehabilitation assistance and Homes for Special Care and **Extended Health Care** benefits. The numbered Ontario Senior Citizens' Privilege Card entitles eligible patients to drug benefit. Federal OAS pensioners automatically get this card; those over 65 who are not OAS pensioners must apply. Forms available at most pharmacies or write: Ministry of Health, Drug Benefit, Box 21000, Station A, Toronto M5W 1Y5. FBA (includes the blind and disabled), GWA and other recipients are issued monthly cards. Drugs must be listed in the Drug Benefit Formulary (for quality and cost control), prescribed by a doctor or a dentist and obtained in Ontario.

## EXTERMINATORS

416-965-2401

ENV, POLLUTION CONTROL BR PESTICIDES CONTROL Section ensures safe and effective use of pesticides to control pollution. Issues licences for use and sale of pesticides (e.g. pest **exterminators**) Has publications on, and answers inquiries about, control of household pests, insects, etc. In conjunction with municipalities provides grants for termite control. Contact regional or district offices listed in the Appendix.

## EXTERNAL ACTIVITIES

External Activities, see Intgov Aff External Activities Coordination Secretariat, also Ind & Tour Industry & Trade Development.

## EXTRA-PROVINCIAL LICENCES

416-963-0387

CCR, COMPANIES SERVICES BR processes articles of incorporation, articles of amendment of business corporations, and applications for incorporation of churches, non-profit corporations and cooperatives, and issues letters patent (charters) with respect to them. Processes applications for licences in mortmain and **extra-provincial licences**. See also other sections of this branch described separately.

416-963-0543

CCR, COMPANIES SERVICES BR CORPORATION INFORMATION Section maintains records on Ontario corporations including their filing of notices of change, by-laws, special resolutions, cancellation of charters (letters patent, certificates of incorporation) and **extra-provincial licences**. Also deals with arrears statements re notices of change, default notices and revival of corporations.

416-963-0373

CCR, COMPANY LAW BR provides legal counselling to the Companies Division and handles inquiries of legal nature from the public about: incorporation of business and non-profit corporations, licences in mortmain, **extra-provincial licences**, registration of partnerships and sole proprietorships, names and name style registration by corporations, and registration of securities registered against the personal property of corporations, e.g. corporate bonds, debentures, trust indentures and corporate mortgages. This includes sorting out deficiencies in the applications submitted to the Companies Services Branch.

## EYEGLASSES

Eyeglasses, see Comm Soc Adult Serv Div Family Benefits and Comm Soc Adult Serv Div General Welfare.

## FAMILY BENEFITS

COMM SOC, ADULT SERV DIV, FAMILY BENEFITS PROGRAM (Income Maintenance) provides financial assistance to persons who are in need for a prolonged period of time. It is intended for mothers raising children alone, the disabled, the blind, permanently unemployable fathers or single persons, foster children and qualified elderly women over 60. If need is shown a monthly allowance and other benefits (health insurance, prescribed drugs, dental care, eyeglasses, hearing aids) are provided. The allowance for the disabled and the blind is also known as GAINS-D (Guaranteed Annual Income System, Disabled). To apply for **family benefits** contact ministry's Area and Local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South West, 763-3631; South East, 362-6111.

416-965-2363

COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or GAINS-A (income supplement for senior citizens) and GAINS-D (income supplement for the blind and disabled), **Family Benefits** (financial allowances for single mothers, the blind and disabled, permanently unemployable fathers, foster children, severely handicapped children).

## FAMILY LAW

ATT GEN, **FAMILY LAW REFORM ACT**, 1978 is intended to encourage and strengthen the role of the family in Ontario. It recognizes marriage as an equal partnership with each partner entitled to equitable division of assets and having equal responsibilities for supporting family members. It also extends the rights and obligations of couples who live in common law unions. Provides for the creation of domestic contracts by those who want to make their own agreements and improves the status of children by abolishing the legal concept of illegitimacy. Copies of a pamphlet and a booklet with some detailed explanation of the law, including a copy of the Act, are available from the Ontario Government Bookstore at 880 Bay St., Toronto; or by writing to the Publications Centre, 880 Bay St., Toronto, Ontario, M7A 1N8.

## FAMILY PLANNING

416-965-8176

HEALTH, PROGRAM ADVISORY BR, **FAMILY HEALTH** Consultants promote community health programs related to prenatal and postnatal care and education, infant and preschool health, health of children at school, family life education and **family planning**. Contact Health Communications Br (965-5167) for information. See also other sections in Health Program Advisory Br described separately.

## FARM

Farm, see also Farm Land, Farm Products, Farm Income Stabilization.

416-965-1091

AG & FOOD, AGRICULTURAL & HORTICULTURAL SOCIETIES BR gives grants to agricultural societies in Ontario for exhibitions, fairs, crop competitions, improvements to buildings and grounds, commercial and educational displays. Also gives grants to horticultural societies and plowmen's associations. Horticultural societies hold exhibitions and competitions (i.e., flowers, plants and vegetables); conduct courses on gardening. The Ontario Plowmen's Association which sponsors the International Plowing Match and **Farm Machinery Show** has its headquarters at this branch.

416-965-6149

AG & FOOD, AGRICULTURAL MANPOWER SERVICES assists Ontario farmers with their manpower needs by providing information and advice on **farm** labour supply, employment standards legislation, personnel management, job creation programs and training programs for **farm** workers. Assistance is also given to students involved in exchanges between farms in Ontario and foreign countries. This office is a member of the Ontario Federal-Provincial Agricultural Manpower Committee.

AG & FOOD, COLLEGES OF AGRICULTURE offer courses in **farm** management, agricultural production, agricultural engineering, agricultural laboratory technology, home economics or food service supervision, health of animals, livestock production, technology and management (e.g. horse breeding), agricultural business management. They also conduct agricultural research for the ministry. For further information: Centralia College in Huron Park (519-228-6691), Ridgetown College in Ridgetown (519-674-5456), Kemptville College in Kemptville (613-258-3411), New Liskeard College in New Liskeard (705-647-6701) and University of Guelph in Guelph (519-824-4120).

416-965-1241

AG & FOOD, EXTENSION BR operates the Ontario **farm** management program to encourage farmers to use modern techniques to manage their livestock, soils, crops,

machinery and finances. Administers the **Farm** Productivity Incentive Program which provides financial assistance to farmers for certain capital improvements and soil management projects on their farms. Local agricultural representatives (AG REPS) provide individual counselling, in-depth courses, commentaries over various media, displays and tours. Also act as resource for the Four-H (4-H) and Junior Farmer programs which provide agricultural and leadership training as well as social benefits for youth in rural areas. The branch is headquarters for the Junior Farmers' Association of Ontario. Contact AG REPS in county or district offices listed in the Appendix.

519-824-4120

AG & FOOD, ONTARIO FARM MACHINERY BOARD in Guelph (ext. 2463) investigates complaints regarding **farm** machinery and may bring together interested parties to resolve problems of service, parts supply and guarantees involving farmers, dealers and manufacturers in Ontario.

416-965-7661

AG & FOOD, RURAL DEVELOPMENT BR administers federal-provincial programs for **farm** and rural development including the Agricultural and Rural Development Agreement (ARDA) and General Development Agreement (GDA) subsidiaries. Manages programs which make available to farmers guaranteed bank loans, and the Industrial Milk Production Incentive, Labrusca Grape Conversion, Greenhouse Growers Storm Damage Assistance and Ontario Young Farmers Credit programs. Administers the Ontario Junior Farmer Establishment Loan Corporation. Contact Ministry's county or district office listed in the Appendix.

416-768-5614

ENV, FARM POLLUTION ADVISORY COMMITTEE is composed of four practising farmers who act in an advisory capacity to the Ministry of the Environment on **farm** pollution. Where complaints of livestock odors and effluent runoff have not been resolved by ministry inspectors, the Committee is called in to investigate complaints and recommend corrective action. The Committee is located at RR 4, Hagersville.

## FARM INCOME STABILIZATION

Farm Income Stabilization, see also Crop Insurance.

416-965-1811

AG & FOOD, **FARM INCOME STABILIZATION** plans are available for these crops: white beans, soybeans, winter wheat and corn, to guarantee participating producers a price equal to 95 per cent of the market price over the previous five years, adjusted for cash costs. Contact ministry county and district offices listed in the Appendix.

## FARM LAND

416-965-9433

AG & FOOD, FOODLAND DEVELOPMENT BR reviews official plans, environmental assessments and project proposals for their land use planning implications to agriculture. Assists the Ministry of Government Services in leasing for agricultural purposes **farm land** held by the government for future development. The branch also administers the Topsoil Preservation Act (allowing municipalities to regulate removal of topsoil). Drainage Section (965-9921) administers the Tile Drainage Act and the Drainage Act (financial assistance to municipalities and farmers for the improvement of **farm land**) and the Agricultural Tile Drainage Installation Act (licensing of installers of tile drainage systems on **farm land**)

416-965-6967

ENV, POLLUTION CONTROL BR MUNICIPAL AND PRIVATE Section deals with municipal and private sewage and municipal water supply. Provides liaison with federal agencies including coordination of federal grants to municipalities for sewage and water works. Deals with regulations and standards for pollution control relating to septic tanks, boating (pleasure craft), marinas, ice huts and municipal sewage treatment plants. Specific activities include phosphorous removal at all municipal sewage treatment plants (to safeguard Great Lakes water quality), urban drainage management and sewage sludge use on **farm land**. Also is involved with policies dealing with the provision of safe drinking water. Contact regional or district offices listed in the Appendix. Inspection and approval of septic tanks is done by county or regional health units under agreement with the Crown (except in areas where no agreement is in effect, e.g., Muskoka, Parry Sound, North Bay & Ottawa-Carleton where this service is done by Ministry's regional or district offices).

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive **farm land** (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-1700

REVENUE, SUCCESSION DUTY & LAND TAX BR administers the following Acts: Succession Duty, Gift Tax, Land Speculation Tax, Land Transfer Tax and Provincial Land Tax. Although the Land Speculation Tax Act was repealed in October, 1978 and the Succession Duty and Gift Tax Acts were repealed in April, 1979, the branch continues to collect tax that arose before the repeal dates. Land Transfer Tax (965-1774) is a tax on individuals or corporations registering land or an interest in land in Ontario. Land Transfer Tax is two-fifths of 1 per cent on the first \$45,000 and four-fifths of 1 per cent on the rest. Non-residents of Canada pay 20% tax on restricted land (**farm land**, recreational land, etc.). Land Transfer Tax is paid to the Land Registrar before a conveyance is registered. Provincial Land Tax is collected from land owners in unorganized territories in Ontario.

## FARM PRODUCTS

Farm Products, see also Crops.

AG & FOOD, AGRICULTURAL RESEARCH INSTITUTE of ONTARIO inquires into research programs on agriculture, veterinary medicine and household science. Stimulates interest in agricultural research as a means of developing efficiency in the production and marketing of **farm products** in Ontario. Research projects include studies on livestock, poultry, field crops, horticultural plants, soils, food and nutrition, economics and marketing. Four research stations near Guelph, Ontario are administered by the University of Guelph (519-824-4120). The University also provides laboratory services. In Toronto contact 965-6695.

416-965-5844

AG & FOOD, FARM PRODUCTS APPEAL TRIBUNAL hears appeals against decisions made by boards established under the **Farm Products** Marketing Act and the Milk Act.

416-965-2124

AG & FOOD, FARM PRODUCTS MARKETING BR consists of the **Farm Products** Marketing Board and the Milk Commission of Ontario which administer the **Farm products** Marketing Act and the Milk Act, respectively. The **Farm Products** Marketing Board and the Milk Commission supervise the marketing boards established under the two Acts and are responsible for making recommendations on changes in the regulations. The **Farm Products** Marketing Act provides for the regulation of 43 commodities under 22 individual plans, each plan administered by a producer marketing board. The Milk Commission cooperates with the Ontario Milk Marketing Board, the Cream Producers' Marketing Board and the Ontario Dairy Council in dairy policy planning and development.

416-965-1058

AG & FOOD, FARM PRODUCTS QUALITY BR, FRUIT & VEGETABLES SECTION regulates the inspection and grading of twenty-five **farm products** plus flue-cured and burley tobacco, honey, maple syrup, Christmas trees, tomato seedlings. Offers technical advice to growers and producers and informs the public on all aspects of food (fruit, vegetables, honey) production, packaging and marketing. Provides the ministry's Information Branch with data on conditions of seasonal crops. Issues licences: to operators of controlled-atmosphere storages and to packers of apples from such storages, to dealers of fruit and vegetables, and to nurseries. Controls disease in nurseries & controls neglected orchards to prevent spread of disease and insect infestation. Administers the Bees Act which requires registration of apiaries (where bees are kept for honey production). To register contact Provincial Apiarist, Dep't. of Environmental Biology, Univ. of Guelph, 519-824-4120 Ext. 2477. See also Appendix for ministry's county or district offices.

416-965-2411

AG & FOOD, FARM PRODUCTS QUALITY BR, MILK INDUSTRY Section undertakes programs to ensure that milk marketed in Ontario is produced under acceptable sanitary conditions and meets quality standards. Provides for inspection of all dairy farms and monthly testing of raw milk. Issues licences to and arranges for training and inspecting the work of milk and cream graders and testers, bulk tank milk graders, buttermakers and cheesemakers. Issues licences and regulates plants manufacturing milk products, oleomargarine and edible oils. The laboratory in Guelph analyzes all samples for butterfat, protein and lactose and reports results to the Ontario Milk Marketing Board for determining payment to producers. Conducts regular milk utilization audits.

416-562-4141

AG & FOOD, HORTICULTURAL RESEARCH INSTITUTE OF ONTARIO in Vineland conducts horticultural research (including studies on soils and crops) to increase production and develop new varieties of **farm products** (e.g. fruit & vegetables including mushrooms) and wine. The Institute also coordinates all horticultural research and service programs supported by the ministry. Serves farmers, growers of ornamental plants, food processors and wine makers. Research is conducted at four units located at Simcoe, Holland Marsh and two at Vineland. The Institute provides propagating material (cuttings, etc.) to growers and nurseries.

416-259-5479

AG & FOOD, ONTARIO FOOD TERMINAL BOARD operates the Ontario Food Terminal, a wholesale fresh fruit and produce market to serve all Ontario growers of these

**farm products.** The terminal has cold storage facilities. It plays a major role in the orderly marketing of fruit and vegetables in Ontario.

## FARMERS

Farmers, see Junior Farmers, also Farm, Farm Land, Farm Products.

## FATHERS

COMM SOC, ADULT SERV DIV, FAMILY BENEFITS PROGRAM (Income Maintenance) provides financial assistance to persons who are in need for a prolonged period of time. It is intended for mothers raising children alone, the disabled, the blind, permanently unemployable **fathers** or single persons, foster children and qualified elderly women over 60. If need is shown a monthly allowance and other benefits (health insurance, prescribed drugs, dental care, eyeglasses, hearing aids) are provided. The allowance for the disabled and the blind is also known as GAINS-D (Guaranteed Annual Income System, Disabled). To apply for family benefits contact ministry's Area and Local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South West, 763-3631; South East, 362-6111.

416-965-2363

COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or GAINS-A (income supplement for senior citizens) and GAINS-D (income supplement for the blind and disabled), Family Benefits (financial allowances for single mothers, the blind and disabled, permanently unemployable **fathers**, foster children, severely handicapped children).

## FEDERAL-PROVINCIAL

Most provincial programs have federal-provincial involvement. See specific program and consult branch or agency.

416-965-3356

INTGOV AFF, EXTERNAL ACTIVITIES COORDINATION SECRETARIAT provides policy advice on Ontario's participation in Canada's international relations. Coordinates such activities as Ontario participation in international conferences and programs, assessment of treaties and agreements, provision of international disaster assistance and analysis of information from Canadian embassies and international organizations. Provides **federal-provincial** liaison between the Ontario Government and the federal Department of External Affairs.

416-965-2927

INTGOV AFF, FEDERAL-PROVINCIAL & INTERPROVINCIAL Affairs Secretariat provides policy advice on Ontario's participation in **federal-provincial** and interprovincial relations. Assesses current issues in Confederation including such matters as the distribution of powers. Identifies the effect of policy and program initiatives on Ontario's relations within federation. Makes recommendations to ministries on specific **federal-provincial** or interprovincial issues. Through the Ontario Quebec Permanent Commission (OQPC) promotes educational, public administration and cultural exchanges with Quebec by governments, individuals, groups, schools and organizations. See Intgov Aff Ontario Quebec Permanent Commission for information on the OQPC.

INTGOV AFF, SUBSIDIES BR administers provincial & **federal-provincial** subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to

municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-3505

**TREAS ECON, INTERGOVERNMENTAL FINANCE & GRANTS POLICY BR** coordinates provincial policy on transfer payments to local sector. Advises Cabinet on proposed changes to existing provincial-municipal grants structure, including deconditionalizing of various specific grants. Develops budget options for assistance to municipalities and monitors Ontario's revenue sharing commitment. Advises Treasurer and Cabinet on options for and administers all unconditional grants, valued at over \$480 million in 1979. Reviews and coordinates provincial policy in **federal-provincial** shared-cost programs, and **federal-provincial** equalization formula. Provides assistance to other provincial ministries in negotiations with federal government.

## FELLOWSHIPS

Fellowships, see Coll Univ Student Awards Br.

## FERRY

705-472-4500

**NORAFFAIRS, ONTARIO NORTHLAND TRANSPORTATION Commission (ONTC)** in North Bay supervises transportation services in Northern Ontario such as air services (norOntair), highways services, railway services (including the Polar Bear Express and the Northlander), marine services (including **ferry** services to Manitoulin and cruises on Lake Nipissing) and telecommunications services. The Ontario Northland Transportation Commission has a sales office in Toronto, phone: 965-4268.

## FESTIVALS

416-965-6509

**CULT & REC, FESTIVAL ONTARIO**, under the Arts Services Branch coordinates exhibits from major cultural and arts institutions (e.g.: Art Gallery of Ontario, Royal Ontario Museum, Ontario Science Centre, Ontario Educational Communications Authority, Ontario Arts Council, Archives of Ontario, Ontario Film Theatre, Royal Botanical Gardens, McMichael Canadian Collection, etc.) and makes these available free of charge to communities to augment **festivals** or special events. Festival Ontario does not organize **festivals** but assists at the request of communities. Contact main office or regional offices listed in the Appendix.

416-961-1660

**CULT & REC, ONTARIO ARTS COUNCIL** promotes the study, enjoyment of, and production of works in the arts. Provides grants in response to written applications from performing and creative arts groups and individuals such as theatre and dance companies, orchestras and concert societies, art galleries and schools, publishing houses and periodicals, local and regional arts councils and **festivals**, arts service groups and community arts projects. Individual artists, e.g. painters, sculptors, playwrights, composers, writers, poets, makers of

films and photographers may also apply. The Council has officers on staff who represent various art disciplines and pursuits. Other programs include Creative Artists In Schools (CAIS) and ONTOUR which assists concert artists, soloists, performing groups, and groups that sponsor local appearances. The Ontario Arts Council is concerned with the development of local and regional arts resources, and Franco-Ontarian community arts.

416-965-4008

**IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION** accepts collect calls (965-3448 for calls in French). Provides Ontario travel counselling to the public. Supplies information and publication on tourist attractions, accommodations, campgrounds & parks (incl. trails, canoe routes), events, **festivals**, exhibitions & tours, facilities for hunting, summer & ice fishing, boating, skiing & other winter activities. Distributes road and tourist maps. Reports on up-to-date ski & winter road conditions, fall colour & campgrounds vacancy. Operates nine travel information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald Block). Eleven travel information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

## FILLING MATERIAL

Filling Material, see Upholstered and Stuffed Articles

## FILM INDUSTRY

Film Industry, see also CCR Theatres Br.

416-965-7690

**CULT & REC, CULTURAL INDUSTRIES BR** provides liaison with various levels of government and the **film industry**, recording industry, book publishing and periodicals industries. Does not give grants; emphasizes policy development. Accepts applications from established book publishers for guaranteed loans and interest subsidies. Manages Ontario Half Back program which allows non-winning Wintario tickets to be used for discounts on purchase of Canadian records or on admission to Canadian films (May to September, 1979). The Half Back program on the purchase of Canadian books or magazine subscriptions was in operation from January 19 to April 12, 1978.

416-965-7196

**IND & TOUR, INDUSTRY BR, Industrial Development Section** assists in the development of industrial technology by: evaluating new materials, products and processes through contact with manufacturing industry, associations and research institutions; providing a consultative service on technology to industry on a sector basis; introducing new technology to businessmen through Product Development and Productivity Seminars in Ontario and Technology Missions abroad; providing information and assistance on energy management and conservation, industrial research, industrial waste utilization and pollution control methods. Also provides assistance and information to encourage the **film industry** in Ontario. The Section assists in the review and preparation of applications for loans and grants, available from the Federal or Provincial Governments. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Product-Manufacturing Development, and Ind & Tour Industry Br Industrial Services.

## FILMS

Films, see also Film Industry.

416-421-2462

CCR, THEATRES BR aims to maintain a reasonable standard of decency in **films** exhibited in Ontario theatres. Is responsible for censorship of videotape, 8mm, 16mm, 35mm, or wider films. Sets standards for, inspects and issues licences to theatres, drive-in theatres, film exchanges, videotape machines, 8mm and 16mm projectors. Issues licences to projectionists. Approves motion picture advertising and classification.

416-965-7825

COMM SOC, COMMUNICATIONS BR is the information service for the Ministry of Community and Social Services. For a description of activities, see first entry under Information Service. Also provides assistance (e.g. consultation, publications, **films**, slide/tape programs displays, etc.) to the public, municipalities and social agencies to explain programs.

416-361-0414

CULT & REC, ART GALLERY OF ONTARIO cultivates and advances the cause of visual arts in Ontario with programs, lectures and **films** on the origin, development, appreciation and techniques of the visual arts. Exhibits works of art from its permanent collection and invitational and loan exhibitions in the art gallery and The Grange, a restored historic Toronto house. Circulates exhibitions to Ontario communities. Offers an art rental service, art book shop, audio-visual library, art reference library, art classes, tours and speakers bureau.

416-965-7690

CULT & REC, CULTURAL INDUSTRIES BR provides liaison with various levels of government and the film industry, recording industry, book publishing and periodicals industries. Does not give grants; emphasizes policy development. Accepts applications from established book publishers for guaranteed loans and interest subsidies. Manages Ontario Half Back program which allows non-winning Wintario tickets to be used for discounts on purchase of Canadian records or on admission to Canadian **films** (May to September, 1979). The Half Back program on the purchase of Canadian books or magazine subscriptions was in operation from January 19 to April 12, 1978.

416-965-6621

CULT & REC, MULTICULTURAL DEVELOPMENT BR develops and supports programs aimed at developing and improving intercultural relations. Programs include: developing an appreciation for different ethnocultural groups in Ontario; encouraging information sharing through intercultural workshops; assisting the development within institutions of a sensitivity to cultural differences in overcoming barriers to service delivery; assisting ethnocultural groups to improve their organizational and leadership skills to enable them to fully participate in Ontario society. Branch consultants work with community groups, voluntary agencies, professional associations and other institutions providing consultative services, publications, **films**, tapes and intercultural development grants. Contact main office or field offices listed in the Appendix.

416-961-1660

CULT & REC, ONTARIO ARTS COUNCIL promotes the study, enjoyment of, and production of works in the arts. Provides grants in response to written applications from performing and creative arts groups and individuals such as theatre and dance companies, orchestras and concert societies, art galleries and schools, publishing houses and periodicals, local and regional arts councils and festivals, arts service groups and community arts projects. Individual artists, e.g. painters, sculptors, playwrights, composers, writers, poets, makers of **films** and photographers may also apply. The Council has officers on staff who represent

various art disciplines and pursuits. Other programs include Creative Artists In Schools (CAIS) and ONTOUR which assists concert artists, soloists, performing groups, and groups that sponsor local appearances. The Ontario Arts Council is concerned with the development of local and regional arts resources, and Franco-Ontarian community arts.

416-429-4100

CULT & REC, ONTARIO SCIENCE CENTRE located at Don Mills Road and Eglinton Ave. East in North York, explains science and technology to the public through innovative methods. Invites audience participation in its 550 exhibits and its demonstrations, workshops and theatre presentations. Provides special exhibits, **films** and lectures; also provides education programs and tours for Canadian school classes booked in advance of their visit. Four major travelling exhibits visit shopping malls, schools, libraries, and recreation centres throughout Ontario. The Centre also houses the Ontario Film Institute which is a reference and information centre, the Ontario Film Theatre which screens **films**, and the Ontario Film Archives.

416-965-6763

CULT & REC, RESOURCE CENTRE and Library under the Communications Br maintains an up-to-date collection of books, pamphlets, **films**, video-tapes and teaching materials which are made available to all Ministry staff and any community organization involved in cultural or recreational programs. These materials cover various subjects such as community development, multiculturalism, informal education, language training, recreation, leisure, retirement planning, human relations, prejudice, theatre, arts and crafts, native peoples, disabilities, librarianship, volunteerism. Staff can assist in searching materials. Contact Resource Centre in Toronto; other areas contact field offices listed in the Appendix.

416-978-3690

CULT & REC, ROYAL ONTARIO MUSEUM, incorporating the Canadiana collections (978-6738) at 14 Queen's Park Crescent West and the McLaughlin Planetarium (978-8558), is the largest of Canada's public museums and a major research institution with excellent collections in 20 departments. These include the arts, archaeology (e.g. Chinese, Egyptian) and the sciences (e.g. Mammalogy, Mineralogy, Entomology, Ornithology, Vertebrate Palaeontology). The departments identify objects related to their fields such as birds, insects, works of art, artifacts, etc. for information only, not for financial ends (write or call for appointment). The ROM offers tours, a Discovery Room (inviting public participation when viewing exhibits), travelling exhibitions, museumobiles, a Speakers Bureau, lectures and art instruction, showings of **films**, clubs for senior citizens and children. The ROM is at 100 Queen's Park Cres., Toronto.

416-965-5466

IND & TOUR, COMMUNICATIONS DIV has two branches: a media relations branch and a communications services branch providing the ministry with information service including photography, audio-visual, publications, releases, speeches, media liaison and other services (see first entry under Information Service). Operates a library (965-5411) of still and motion pictures to lend to groups interested in tourism. Catalogues of **films** available. See also Ind & Tour Communications Div Advertising.

416-965-7711

IND & TOUR, ONTARIO PLACE CORPORATION operates a 96 acre cultural, entertainment and recreation complex on three man-made islands on Lake Ontario, Toronto including exhibition pavilions, band shell, theatres, the giant-screen cinesphere, live entertainment, the Forum, restaurants, snack bars, boutiques, a marina, pedal boats, boat tours, the Canadian destroyer HMCS Haida, mini-golf, land rides, picnic areas, and a children's village

with a water play area and play apparatus including a 370-ft four-flumed waterslide. Ontario Place arranges banquets, receptions all year, shows **films** for conventions and other groups of residents or tourists. Open daily May 17 to Sept. 16 (10 a.m. to 1 a.m. Mon-Sat; 10 a.m.- 10 p.m. Sun). All major attractions are free with admission (no admission charge for senior citizens). Contact Ontario Place Corporation, 955 Lakeshore Blvd. West, Toronto, Ontario, Canada M6K 3B9.

416-965-5764

**IND & TOUR, TOURISM MARKETING BR** promotes Ontario tourism & use of Ontario facilities for sales meetings and conventions. Tourism marketing, geared to the individual tourist and the travel trade, is conducted in domestic and international markets. Activities include mass advertising and promotion in the media; programs to expand sales of Ontario tours, packages and facilities by travel agents & operators; travel counselling; special promotions & on-going counsellor training; distribution of Ministry-produced travel **films**. The Tourism Market Analysis Section (965-5725) maintains a tourism data base and related information service for the industry and provides tourism research to support and direct ministry activities. For conventions & sales meetings, call collect 965-4354; for travel trade information, agents & operators can call collect 965-9991. See also Ind & Tour Tourism Marketing Br Ontario Travel.

416-965-7577

**NORAFFAIRS, INFORMATION SERVICES BR** provides the Ministry with information service (as described in the first entry under Information Service). The branch also operates a library where ministry **films** and volumes dealing specifically with Northern Ontario are available. As well as the office in Toronto, an Information Officer is located in each of the regional and area offices in Northern Ontario: Sault Ste. Marie (705-942-0100), Kenora (807-468-3135), Sudbury (705-675-5641) and Thunder Bay (807-475-1585).

416-965-4871

**SOL GEN, FIRE MARSHAL'S OFFICE, PUBLIC INFORMATION SECTION** provides information service on fire prevention and public safety. Releases articles and information to the news media. Supplies municipal fire departments with technical, legal and educational publications for public distribution. Publishes fire loss statistics. Provides **films** and audio-visual materials. See also other entries under Sol Gen Fire Marshal's Office.

416-248-3501

**TR & COMM, PUBLIC & SAFETY INFORMATION BR** originates & coordinates programs and projects stressing safety in the operation of cars and commercial vehicles, motorcycles, mopeds, bicycles and snowmobiles and school bus operations. Provides information service for the ministry (see first entry under Information Service for a description of this function). Originates and supplies school safety materials and seat belt posters and information and provides related safety **films**. Provides road bulletins and telephone road reporting service for the public and the media on condition of roads and highways in Ontario. For this service in Metro Toronto, contact 248-3561. Elsewhere in Ontario contact TR & Comm Operations regional or district offices listed in the Appendix.

416-965-8851

**WORKMEN'S COMPENSATION BOARD (WCB)** administers the Workmen's Compensation Act. For employees disabled by work-related accidents or diseases the Act provides compensation (income), medical aid (payment of doctors' & hospital bills, etc.), rehabilitation services, awards for permanent disability & pensions for dependents of employees who die as a result of such accidents or diseases. Appeals on WCB decisions may be made under the Act. The Board is entirely financed by employer assessments, which also underwrite the safety

education programs of nine accident-prevention associations. The Board's head office is at 2 Bloor St. East, Toronto; its Hospital & Rehabilitation Centre is in Downsview. The board has a library (965-8725), **films** (965-8722), two information offices in Toronto & area offices in 12 other Ontario cities (listed in the Appendix). The WCB reports to the Legislature through the Minister of Labour.

## FINANCIAL ASSISTANCE

Financial Assistance, see also Grants, Loans, Bursaries.

416-963-0436

CCR, LAND BOUNDARIES PROGRAM, Legal & Survey Standards Br provides a quality control for surveys, plans and description of land including condominiums (its by-laws, declaration and description), for registration in land registry offices. Also provides for the confirmation of the true location of boundary lines which have been lost or obliterated. Provides **financial assistance** under the Land Titles Survey Fund under special circumstances. Contact Queen's Park or Land Registry Offices, listed in the Appendix.

COMM SOC, ADULT SERV DIV, FAMILY BENEFITS PROGRAM (Income Maintenance) provides **financial assistance** to persons who are in need for a prolonged period of time. It is intended for mothers raising children alone, the disabled, the blind, permanently unemployable fathers or single persons, foster children and qualified elderly women over 60. If need is shown a monthly allowance and other benefits (health insurance, prescribed drugs, dental care, eyeglasses, hearing aids) are provided. The allowance for the disabled and the blind is also known as GAINS-D (Guaranteed Annual Income System, Disabled). To apply for family benefits contact ministry's Area and Local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South West, 763-3631; South East, 362-6111.

COMM SOC, ADULT SERV DIV, GENERAL WELFARE ASSISTANCE (GWA) PROGRAM (Income Maintenance) provides short-term **financial assistance** to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities & Indian Band Councils or by the Province in unorganized territories. GWA has four kinds of **financial assistance** based on need. General Assistance (welfare) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed drugs, dental care, prosthetics (incl. eyeglasses, hearing aids) & for burials. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS A (Senior citizens), GAINS D (blind & disabled). Incentive Allowances are paid to those under a work activity project. Contact municipal welfare offices, Indian Band Councils and in unorganized territories Comm Soc area office (see Appendix).

416-965-8455

COMM SOC, ADULT SERV DIV, MENTAL RETARDATION COMMUNITY SERVICES, (Social Services) provides **financial assistance** & program support for community-based programs designed to meet the needs of mentally retarded adults in the areas of accommodation, employment and training, adult protective services (to enable mentally retarded adults to become self-sufficient in a community setting) & special support projects. Some services are directly administered by local organizations, particularly local associations for the mentally retarded. Also supports prevention and community awareness programs by public education. A Mental Retardation Coordinator works in each area office **serving** as link between the Province & community groups in identifying & planning services

for mentally retarded adults. Contact regional & area offices listed in the Appendix. In Metro Toronto call the Area Office, 965-9943.

COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION MAINTENANCE ALLOWANCES PROGRAM (Income Maintenance) is designed to provide **financial assistance** as a monthly income to disabled persons who are enrolled in a training program and are receiving services from the Vocational Rehabilitation Program (see Comm Soc Adult Serv Div Vocational Rehab). Contact area or local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

COMM SOC, CHILDREN'S SERV DIV, DAY NURSERIES PROGRAM supervises and issues licences to nursery schools, day care centres and private home day care agencies. Provides information and consultation to provincial associations and groups regarding development of programs, staffing and legislation, and special day care programs (e.g. for native peoples, handicapped, etc.). Provides **financial assistance** to municipalities, approved groups who are incorporated and Indian Band Councils to establish day nurseries and to municipalities to provide **financial assistance** to eligible individuals seeking day care. Maintains statistics on day nurseries. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-965-2667

EDUC, PROFESSIONAL DEVELOPMENT BR administers summer courses for teachers (965-2664) and coordinates teachers' winter courses which are sponsored by local school boards and approved by regional offices (965-2450). Arranges exchanges for teachers and school board personnel within Ontario and across Canada (965-9667). Administers examination of supervisory officers after completion of pre-service and in-service training (965-9672). Provides **financial assistance** for French language professional development activities for teachers (965-9667). Provides staff training and development to ensure improvement and advancement of Ministry personnel (965-2680).

416-965-8015

HEALTH, INSTITUTIONAL PLANNING BR reviews and approves plans for construction and renovation of hospitals. Administers capital **financial assistance** of approved projects and conducts research on development of efficient and economical facilities. For information on hospital statistics, contact Health Data Development and Evaluation Branch Tel. 965-8163.

416-248-3325

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, AVIATION OFFICE develops provincial policy on aviation matters. Plans provincially funded air service. Administers **financial assistance** to municipalities for local airports. Plans and programs the construction and maintenance of remote airports. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

416-248-3621

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, MUNICIPAL ROADS OFFICE develops policy for the provision of **financial assistance** to all municipalities and groups in unorganized territories for the construction and maintenance of roads and bridges. Develops systems to assist municipalities in the overall programming of capital works. Administers the Urban Transportation Assistance Program. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

416-248-3785

TR & COMM, MUN-PROV TRANSPORTATION BR, TRANSIT OFFICE provides **financial assistance** to municipalities for transit operations by bus, streetcar and subway; for construction, acquisition and rehabilitation of capital assets and equipment; for transit planning studies and demonstration projects. Provides municipalities with technical and organizational assistance in transit operations. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

## FINANCIAL INFORMATION

Central Financial Information System, see Treas Econ Financial Information & Accounting Policy Br.

## FINANCIAL MANAGEMENT

Financial Management services in each ministry include the establishment of accounting and financial policies and performing general accounting and financial reporting functions. For a listing of ministries' Accounts or Finance branches see Accounting. The Financial Information & Accounting Policy Br of the Ministry of Treasury & Economics manages overall Government accounting and consolidated public and internal financial reporting. It provides direction to all ministries and agencies ensuring compatibility with Central Financial Information Systems. See Treas Econ Financial Information & Accounting Policy Br for further details. The Management Board of Cabinet coordinates the financial and administrative operations of the Government.

## FINANCING STATEMENT

Financing Statement, see CCR Personal Property Registration Br.

## FINES

Fines for traffic violations, see Defaulted Fines, also Att Gen Provincial Courts Criminal Div Metro.

## FIRE

416-965-5881

CCR, BUILDING CODE BR is developing a **fire** code and administers a building code for Ontario to ensure safety and minimize building, health and **fire** hazards. Advises municipalities on matters pertaining to building by-laws, which are a local, not provincial, responsibility. Is responsible for the Ontario Plumbing Code which is at present Reg. 647 of the Ontario Water Resources Act.

705-942-1800

NAT RES, AVIATION & FIRE MANAGEMENT CENTRE in Sault Ste. Marie operates a fleet of aircraft for forest fire detection and suppression, resources management, aerial surveys, aerial photographs, mercy flights, search and rescue missions and transportation. Organizes **fire** control planning and warden systems. Conducts provincial **fire** control operations, research and development of forest fire equipment and systems, and forest fire training and prevention. Establishes interprovincial agreements and cooperates with municipalities, railway and forest industries on forest fire prevention and control.

416-965-2785

NAT RES, FOREST RESOURCES BR grows seedlings in provincial nurseries for the public **and** for Crown reforestation. Manages Crown forests to ensure regeneration, improve quality **and** growth and to protect them from wild **fire**, insects and disease. Takes inventory of forest

base, controls harvesting and audits utilization in these Crown forests. Advises private landowners on tree planting, tending of woodlots and marketing timber. Provides private landowners with direct forestry assistance under the Woodlands Improvement Act. Provides grants to municipalities for land acquisition, the lands to be managed by the Ministry. Develops and tests new methods and equipment related to silviculture. Holds field days for public on growing Christmas trees, maple syrup production and forest management. Through a cooperative arrangement with the Min. of Intergov't Affairs pays grants to reduce property tax on managed forests.

416-965-4858

**SOL GEN, FIRE MARSHAL'S OFFICE.** Fire Advisory Services (965-4858) assists municipalities in establishing municipal **fire** departments, e.g., conducts staff training & technology courses. Develops **fire** prevention by-laws, prepares equipment specifications. Conducts municipal **fire** protection surveys & **fire** department promotional examinations. Technical & Consulting Services (965-4858) advises ministries and agencies and participates in **fire** codes and advisory committees. Approves results of product tests for **fire** safety. Approves plans for government buildings including institutions and inspects hotels not already licensed and inspected by the Liquor Licence Board. Issues licences to lightning rod installers and agents; inspects these installations. Advisory services are conducted from Toronto and district offices (listed in the Appendix). See also other entries under Sol Gen Fire Marshal's Office.

416-965-4861

**SOL GEN, FIRE MARSHAL'S OFFICE, FIRE INVESTIGATIONS SERVICES** investigates causes of incendiary, large loss and fatal fires and gaseous explosions. Assists Crown Attorneys and Coroners dealing with these matters. See also other entries under Sol Gen Fire Marshal's Office.

416-965-4871

**SOL GEN, FIRE MARSHAL'S OFFICE, PUBLIC INFORMATION SECTION** provides information service on **fire** prevention and public safety. Releases articles and information to the news media. Supplies municipal **fire** departments with technical, legal and educational publications for public distribution. Publishes **fire** loss statistics. Provides films and audio-visual materials. See also other entries under Sol Gen Fire Marshal's Office.

## **FIRE RELIEF**

Fire Relief assistance for declared disaster areas, see Intgov Aff Subsidies Br.

## **FIREARMS**

416-965-4488

**SOL GEN, OPP, REGISTRAR OF FIREARMS** approves issuing of permits to register and carry weapons in Ontario as outlined in the Criminal Code (Canada). The Chief Provincial **Firearms** Officer's Section (965-5525) represents the Solicitor General in **firearms** matters and administers the **Firearms** Business Permit System and the **Firearms** Acquisition Certificate System. Permits and acquisition certificates are issued by municipal police forces in municipalities exceeding 15,000 in population. In smaller communities contact local OPP detachment.

## **FIREFIGHTERS BRAVERY**

416-965-9121

**ONTARIO MEDAL.** Three awards were established by the government to recognize outstanding Ontarians. The Ontario Medal for Good Citizenship was created to recognize

and pay tribute to citizens who, through their selflessness, humanity and kindness make Ontario a better place to live. The Ontario Medal for Police Bravery recognizes acts of superlative courage and bravery performed in the line of duty by members of Ontario's police forces. The Ontario Medal for **Firefighters Bravery** likewise recognizes similar acts performed in the line of duty by members of Ontario's firefighting forces. Advisory councils on each of the awards select possible recipients of the medals. For nominations write to: The Secretary, Advisory Council, (specify award), Legislative Bldg., Queen's Park, Toronto M7A 1A1.

## FISH

416-824-4120

AG & FOOD, PROVINCIAL PESTICIDE RESIDUE TESTING LABORATORY in Guelph provides a chemical analytical service to all provincial ministries for the detection and measurement of pesticides, herbicides, fungicides, related industrial pollutants and heavy metals in the following areas: plant and animal tissues, **fish** and wildlife, soils, water, air and human tissues. Interprets significance of analytical results. Contact laboratory or ministries involved for research papers and reports. Identification of insects may be done by the Department of Environmental Biology, Rm 102, Graham Hall, University of Guelph upon receipt of carefully packed sample.

416-248-3058

ENV, WATER RESOURCES BR LIMNOLOGY and Toxicity Section does studies on relationships between aquatic organisms and the water environment (e.g. problem weed species, aquatic weed harvesting). Limnology Unit monitors water quality in recreational lakes and assesses and develops lake restoration methods. The Toxicity Section provides data on lethal effects of waste from industry, pesticides and other contaminants or hazardous agents on **fish** and other aquatic organisms (e.g. mercury levels). Contact regional or district offices listed in the Appendix.

416-965-6954

ENV, WATER RESOURCES BR PLANNING and Coordination Section coordinates and maintains water resources policy and guidelines. Plans and coordinates water resources surveys and river basins water management studies. To achieve desirable water quality in the Great Lakes, coordinates Great Lakes survey programs so that pollution abatement and remedial measures are determined. Also answers inquiries on mercury levels in **fish**. Contact regional or district offices listed in the Appendix.

416-965-2761

NAT RES, FINANCIAL SERVICES BR, besides the financial management and accounting functions as outlined in the first entry under Accounting, is responsible for appropriations control, development of accounting and costing systems, financial and cost analyses, pre-audit controls and procedures. Prepares claims under federal-provincial agreements; controls collateral securities and collects records and reports on revenue from timber operations, sales and leases of Crown land, mining operations, provincial parks operations, **fish** and wildlife licences and sundry other cash receipts. For **fish** and wildlife (hunting) licences sale, see Nat Res Administrative Services Br or contact ministry regional or district offices (listed in the Appendix).

416-965-7883

NAT RES, FISHERIES BR provides information on fishing conditions and regulations, open seasons, limits, licences, **fish** farming regulations, **fish** identification and conservation, hatcheries and sanctuaries, lamprey identification, mercury levels, freeze-up and break-up. Commercial **Fish** Section (965-3345) coordinates, regulates and issues licences for all

commercial fishing in Ontario. The branch conducts biological and environmental research and provides information on scientific **fish** management at Maple (832-2761) and through research stations located at Glenora, Sault Ste Marie, Thunder Bay, Wheatley; Harkness Laboratory in Algonquin Park and South Baymouth Laboratory at Tehkummah. Can also supply information on the physical and chemical characteristics and improvement of lakes, rivers and streams as well as depth charts, shorelines, water access and fishing maps. Provides liaison with the Federal government on boating restriction regulations and Small Craft Harbours and answers related inquiries (965-7887). For local information and guidance contact district offices listed in the Appendix.

## FISHING LICENCE

Fishing Licences info, see Nat Res Fisheries Br; Fishing licences sale, see Nat Res Administrative Services Br. Fishing, see Ind & Tour Tourism Marketing Br Ontario Travel; see also Fish.

## FITNESS

416-965-6312

CULT & REC, FITNESS UNIT, Recreational Services Section of the Sport, Fitness & Recreation Services Br promotes a more active lifestyle which will improve the personal **fitness** levels of the citizens of Ontario. Programs are designed to motivate people to exercise, educate them concerning physical activity, provide greater opportunity to be active and to coordinate the various agencies involved in **fitness**. The Unit operates a promotional campaign through the media and publications, **fitness** awards programs (Fit Five and Family Fit Together), an employee **fitness** consultation service, a mobile **fitness** testing service (Fit Test), **fitness** leadership training, and supports community coordination and motivation initiatives.

416-965-6546

CULT & REC, SPORTS SERVICES SECTION, Sport, Fitness & Recreation Services Br encourages participation in sports for individual enjoyment. Promotes competition in multi-sports games (e.g., Regional & Prov'l; Ont. Summer & Winter Games for the able bodied & the disabled). Provides administrative, consultative services & grants to provincial sport governing bodies (965-4591). The Ontario Sports Admin. Centre (964-8655), a private organization that provides administrative services for these governing bodies, is funded by this Ministry. Sports Awards Program honors accomplishments of athletes & citizens in amateur sports. Coaching Development Program improves calibre of leadership in amateur sport through coaches & officials. Ontario Sports Travelcade takes sports & **fitness** resources around Ontario to help raise level of expertise of athletes & coaches. Ontario Elite Athlete Assistance Program provides limited financial assistance to selected amateur athletes for training & competition.

416-965-2390

CULT & REC, WINTARIO GRANTS Information Office, part of the Communications Br, is an information service for the Wintario Grants Program. Net profits from Wintario are available to non-profit community groups, organizations, municipalities and Indian Band Councils for capital and non-capital projects concerning sports, recreation, **fitness**, arts, heritage, public libraries, multiculturalism and citizenship and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

**FLOOD CONTROL**

Flood Control, see Nat Res Engineering Services Br, also Nat Res Conservation Authorities Br and Sol Gen OPP Auxiliary Police Br.

**FLOOD RELIEF**

Flood Relief assistance for declared disaster areas, see Intgov Aff Subsidies Br.

**FOOD**

AG & FOOD, AGRICULTURAL RESEARCH INSTITUTE of ONTARIO inquires into research programs on agriculture, veterinary medicine and household science. Stimulates interest in agricultural research as a means of developing efficiency in the production and marketing of farm products in Ontario. Research projects include studies on livestock, poultry, field crops, horticultural plants, soils, **food** and nutrition, economics and marketing. Four research stations near Guelph, Ontario are administered by the University of Guelph (519-824-4120). The University also provides laboratory services. In Toronto contact 965-6695.

AG & FOOD, COLLEGES OF AGRICULTURE offer courses in farm management, agricultural production, agricultural engineering, agricultural laboratory technology, home economics or **food** service supervision, health of animals, livestock production, technology and management (e.g. horse breeding), agricultural business management. They also conduct agricultural research for the ministry. For further information: Centralia College in Huron Park (519-228-6691), Ridgetown College in Ridgetown (519-674-5456), Kemptville College in Kemptville (613-258-3411), New Liskeard College in New Liskeard (705-647-6701) and University of Guelph in Guelph (519-824-4120).

416-965-1058

AG & FOOD, FARM PRODUCTS QUALITY BR, FRUIT & VEGETABLES SECTION regulates the inspection and grading of twenty-five farm products plus flue-cured and burley tobacco, honey, maple syrup, Christmas trees, tomato seedlings. Offers technical advice to growers and producers and informs the public on all aspects of **food** (fruit, vegetables, honey) production, packaging and marketing. Provides the ministry's Information Branch with data on conditions of seasonal crops. Issues licences: to operators of controlled-atmosphere storages and to packers of apples from such storages, to dealers of fruit and vegetables, and to nurseries. Controls disease in nurseries & controls neglected orchards to prevent spread of disease and insect infestation. Administers the Bees Act which requires registration of apiaries (where bees are kept for honey production). To register contact Provincial Apiarist, Dep't. of Environmental Biology, Univ. of Guelph, 519-824-4120 Ext. 2477. See also Appendix for ministry's county or district offices.

416-965-6472

AG & FOOD, MARKET DEVELOPMENT BR. Domestic Section (965-7701) and Export Section (965-7038) programs are designed to expand present, and develop new domestic and international markets for Ontario-produced fresh and processed agriculture and **food** products. This is done through domestic advertising and promotion, information programs, import replacement and processor incentive programs and export mission and promotion programs. The Market Situation & Outlook Section (965-0311) investigates, analyzes and reports domestic and international market developments and opportunities for the benefit of the Ministry.

416-259-5479

**AG & FOOD, ONTARIO FOOD TERMINAL BOARD** operates the Ontario Food Terminal, a wholesale fresh fruit and produce market to serve all Ontario growers of these farm products. The terminal has cold storage facilities. It plays a major role in the orderly marketing of fruit and vegetables in Ontario.

416-750-3366

**CORR SERV, FOOD SERVICES** Consultation and Training endeavours to provide inmates in Ontario's correctional institutions with a nutritionally adequate diet and teaches food service job skills to inmates who display aptitude and desire for this type of training. Operational and training programs are conducted in the institutions and coordinated through the ministry main office.

416-965-3284

**ENV, WASTE MANAGEMENT BR, WASTE SYSTEMS PLANNING** Section. The Waste Management Branch coordinates programs concerned with the disposal of waste on land. Waste Systems Planning Section deals with pollution by industry (such as mining, metals, food, petroleum) and municipal and private solid wastes. These include hazardous industrial waste, industrial sludges and pretreatment residues, municipal sewage sludge, derelict motor vehicles, soft drink or beverage containers, and their disposition at waste disposal sites. Coordinates related federal-provincial activities; provides technical support regarding industrial waste treatment and control with respect to water, air and solids. Coordinates project to take inventory and recommend rehabilitation of derelict mining land throughout Ontario. See also Env Waste Management Br Waste Utilization Section. Contact regional or district offices listed in the Appendix for complaints on related pollution.

416-965-4236

**HEALTH, PROGRAM ADVISORY BR, FOOD CONTROL SERVICES** are the responsibility of the Veterinary Public Health Consultants. The branch deals with the safety of food in production, processing, distribution and service; food-borne illnesses; interpretation of regulations; interpretation of laboratory results. Provides consultation to local public health authorities to test milk products. Approves acceptable milk containers and issues certificates of approval needed to operate pasteurization plants. Provides information to consumers, the food trade and individuals wishing to conduct a food business. See also other sections in Health Program Advisory Br described separately.

416-965-4164

**HEALTH, PUBLIC HEALTH BR INSPECTION** Services provides consultants to municipalities to advise on local public health inspections for cleanliness in restaurants, food stores, residences, factories, etc. Contact local Public Health Unit serving municipality. See also other sections in Health Public Health Br described separately.

416-965-5884

**HEALTH, PUBLIC HEALTH BR, NUTRITION** Consultants provide consultation to health agencies on nutrition, food budgeting, meal planning, obesity control, dental and prenatal care and care for senior citizens. See also other sections in Health Public Health Br described separately.

416-598-0179

**ROYAL COMMISSION ON DISCOUNTING & ALLOWANCES IN THE FOOD INDUSTRY IN ONTARIO** was established in August, 1978 to inquire into and make recommendations with respect to discounts, allowances, rebates and any other forms of payment made by food producers or importers to retail stores, and the effects, if any, of such

practices on prices paid to the farmer on agricultural **food** items and on prices paid by the consumer on **food** or grocery food products. Write to the Commission at 180 Dundas St. W., Toronto M5G 1Z8.

**FOREIGN INVESTMENT**

Foreign Investment, see also Ind & Tour Industry & Trade Development.

416-965-5711

**IND & TOUR, INDUSTRY SECTOR POLICY BR** develops policy proposals for governmental consideration relating to the problems, needs and opportunities of industry on a sector basis. Develops analyses on a sector basis for the information of government officials and the business community. Provides Ontario comment to the federal **Foreign Investment Review Agency (FIRA)**.

**FOREIGN LAND**

Foreign Land sale, see CCR Real Estate & Business Brokers.

**FORENSIC SCIENCE**

416-965-2561

**SOL GEN, CENTRE OF FORENSIC SCIENCES** prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc. by means of scientific examination of physical objects and materials. Supervises Ontario's breath testing program and is responsible for the acquisition and maintenance of breathalyzers and the training of operators (965-9507). Maintains a library and provides educational programs and materials for persons and agencies using **forensic science** services.

416-965-1554

**SOL GEN, FORENSIC PATHOLOGY BR** assists in determining the cause of deaths in unusual circumstances and in unveiling concealed homicides through autopsies and biological and other techniques of **forensic science**. Supervises regional pathologists (i.e., medical practitioners called upon by coroners to perform forensic investigations). Supports pathologists' and law enforcement officers' continuing education in legal medicine and investigations of sudden deaths.

**FOREST FIRE**

705-942-1800

**NAT RES, AVIATION & FIRE MANAGEMENT CENTRE** in Sault Ste. Marie operates a fleet of aircraft for **forest fire** detection and suppression, resources management, aerial surveys, aerial photographs, mercy flights, search and rescue missions and transportation. Organizes fire control planning and warden systems. Conducts provincial fire control operations, research and development of **forest fire** equipment and systems, and **forest fire** training and prevention. Establishes interprovincial agreements and cooperates with municipalities, railway and forest industries on **forest fire** prevention and control.

**FOREST RANGERS**

Forest Rangers, see Nat Res Personnel Br

**FORESTRY CAMPS**

Forestry Camps, see Correctional Institutions

## FORESTS

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-3040

NAT RES, FOREST REGENERATION SPECIAL ADVISOR develops procedures to authorize the forest industry, primarily pulp and paper companies, to take on responsibility for management of forests on certain Crown forest lands.

416-965-2785

NAT RES, FOREST RESOURCES BR grows seedlings in provincial nurseries for the public and for Crown reforestation. Manages Crown forests to ensure regeneration, improve quality and growth and to protect them from wild fire, insects and disease. Takes inventory of forest base, controls harvesting and audits utilization in these Crown forests. Advises private landowners on tree planting, tending of woodlots and marketing timber. Provides private landowners with direct forestry assistance under the Woodlands Improvement Act. Provides grants to municipalities for land acquisition, the lands to be managed by the Ministry. Develops and tests new methods and equipment related to silviculture. Holds field days for public on growing Christmas trees, maple syrup production and forest management. Through a cooperative arrangement with the Min. of Intergov't Affairs pays grants to reduce property tax on managed forests.

416-832-2761

NAT RES, ONTARIO FOREST RESEARCH CENTRE in Maple, Ontario and four field offices in Sault Ste Marie, Dorset, Midhurst and Thunder Bay provide scientific and technical knowledge and information to improve the management of forests in Ontario. Main research effort is biological and ecological rather than technological or economic, aimed at regeneration and improvement of forests.

## FORGERY

416-965-8117

SOL GEN, OPP, ANTI-RACKETS BR provides assistance to all police forces and government agencies in Ontario on investigations relating to white collar crime, frauds, rackets, schemes, counterfeiting and forgery. For general inquiries, contact 965-8117. For inquiries on counterfeiting call 965-1883. OPP district headquarters are listed in the Appendix.

## FORT WILLIAM

Fort William, see Old Fort William

**FOSTER CHILDREN**

Foster children live in foster homes, private dwellings which provide an alternate family in which a young person may be cared for by foster parents while he or she needs to be away from his or her natural family.

COMM SOC, ADULT SERV DIV, FAMILY BENEFITS PROGRAM (Income Maintenance) provides financial assistance to persons who are in need for a prolonged period of time. It is intended for mothers raising children alone, the disabled, the blind, permanently unemployable fathers or single persons, **foster children** and qualified elderly women over 60. If need is shown a monthly allowance and other benefits (health insurance, prescribed drugs, dental care, eyeglasses, hearing aids) are provided. The allowance for the disabled and the blind is also known as GAINS-D (Guaranteed Annual Income System, Disabled). To apply for family benefits contact ministry's Area and Local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South West, 763-3631; South East, 362-6111.

416-965-2363

COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or GAINS-A (income supplement for senior citizens) and GAINS-D (income supplement for the blind and disabled), Family Benefits (financial allowances for single mothers, the blind and disabled, permanently unemployable fathers, **foster children**, severely handicapped children).

**FOUR-H (4-H)**

416-965-1241

AG & FOOD, EXTENSION BR operates the Ontario farm management program to encourage farmers to use modern techniques to manage their livestock, soils, crops, machinery and finances. Administers the Farm Productivity Incentive Program which provides financial assistance to farmers for certain capital improvements and soil management projects on their farms. Local agricultural representatives (AG REPS) provide individual counselling, in-depth courses, commentaries over various media, displays and tours. Also act as resource for the **Four-H (4-H)** and Junior Farmer programs which provide agricultural and leadership training as well as social benefits for youth in rural areas. The branch is headquarters for the Junior Farmers' Association of Ontario. Contact AG REPS in county or district offices listed in the Appendix.

**FRANCHISES**

Franchises as method of doing business, see CCR Consumer Information Centre (listed in this Index) which distributes a booklet, 'Franchising Facts' and has a bibliography on the subject. Gas franchises (i.e., authorization for natural gas companies to serve designated areas), see Ontario Energy Board.

**FRANCO-ONTARIAN**

Franco-Ontarian, see also French

416-965-0598

CULT & REC, COUNCIL ON FRANCO-ONTARIAN AFFAIRS is an advisory body which makes recommendations to the Minister of Education and the Minister of Culture & Recreation on any matter which is within the responsibility of their ministries and affects Franco-Ontarians; or on any matter which one or both ministers may refer to the Council for consideration. Advisory services of the Council are also available to other ministries. The

Council maintains close liaison with the **Franco-Ontarian** community in order to be well informed of the needs and aspirations of Franco-Ontarians for Government services offered in French.

416-961-1660

**CULT & REC, ONTARIO ARTS COUNCIL** promotes the study, enjoyment of, and production of works in the arts. Provides grants in response to written applications from performing and creative arts groups and individuals such as theatre and dance companies, orchestras and concert societies, art galleries and schools, publishing houses and periodicals, local and regional arts councils and festivals, arts service groups and community arts projects. Individual artists, e.g. painters, sculptors, playwrights, composers, writers, poets, makers of films and photographers may also apply. The Council has officers on staff who represent various art disciplines and pursuits. Other programs include Creative Artists In Schools (CAIS) and ONTOUR which assists concert artists, soloists, performing groups, and groups that sponsor local appearances. The Ontario Arts Council is concerned with the development of local and regional arts resources, and **Franco-Ontarian** community arts.

416-965-3865

**FRENCH LANGUAGE SERVICES COORDINATOR** implements the government's policy on French language services (provision of such services to the **Franco-Ontarian** public). Provides related information and advice to other Ontario government ministries, the media and the public.

## FRATERNAL SOCIETIES

Fraternal Societies, see CCR Financial Institutions.

## FRAUDS

416-965-8117

**SOL GEN, OPP, ANTI-RACKETS BR** provides assistance to all police forces and government agencies in Ontario on investigations relating to white collar crime, **frauds**, rackets, schemes, counterfeiting and forgery. For general inquiries, contact 965-8117. For inquiries on counterfeiting call 965-1883. OPP district headquarters are listed in the Appendix.

## FREEDOM OF INFORMATION & INDIVIDUAL PRIVACY

416-598-0411

**COMMISSION ON FREEDOM OF INFORMATION & INDIVIDUAL PRIVACY** was established in March, 1977 to examine and make recommendations on: the individual's right to privacy and appeal regarding the use of government information, the individual's right of access to government information, protection of the public interest by determining what information should be confidential. Write to the Commission at 180 Dundas St. W., 22nd Floor, Toronto M5G 1Z8.

## FREEWAY

Freeway, see also Highways

416-248-3781

**TR & COMM, MAINTENANCE BR, TRAFFIC ENGINEERING Office** develops and implements policies, standards and procedures for traffic control devices such as traffic signs, signals, illumination, speed limits, etc. Develops improvements in traffic control techniques and devices and assists in municipal studies and improvements. Provides traffic data collection service for other branches of the ministry. Conducts **Freeway Surveillance**

Program. Contact Operations Regional or District Offices listed in the Appendix. See also other entries under Tr & Comm Maintenance Br for other activities of this branch.

416-248-3178

TR & COMM, SUPPLY & SERVICES BR provides the ministry with various services. Purchasing & Supply Office (248-3361) purchases government vehicles, construction, maintenance & operating supplies & equipment. Prepares manuals, publications, maps, e.g., Ontario road maps (248-3476) & photographs for ministry and public distribution; performs records management & has a reference library (248-3591). General Services Office (248-3853) runs a garage and instrument repair service; controls movable assets. Disposal Section (248-3725) holds auctions of government vehicles. Tenders Section (248-3651) advertises and supplies information on construction & supply contracts; conducts openings of tenders. Special Services Office (248-3364) provides administrative services including accommodation design; establishes sites for and inspects **freeway** service centres; provides Ministry telecommunication & remote airport directional systems. Graphic Services Office (248-3557) provides art, display, reproduction facilities.

416-248-7141

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Transportation Systems Management & Control Program carries out research and development in transportation systems management to promote more efficient use of existing resources in moving people and goods. Projects include computerized **freeway** surveillance and control of the Queen Elizabeth Way, conceptual design of computerized area traffic control system for small cities. Maintains a library of traffic flow computer programs and control systems.

## FREIGHT FORWARDERS

416-248-7146

TR & COMM, HIGHWAY CARRIER LICENSING SECTION, Licensing & Control Br issues licences to public vehicles (PV), e.g., bus & charter operations and to public commercial vehicles (PCV), e.g., trucks, truck tractors and **freight forwarders** operating in Ontario beyond the urban municipality. Inspects commercial vehicles for compliance with law on oversize & overweight vehicles. Oversize/overweight permits are issued on an annual, project and special trip basis. Applications for cartage licences within a municipality should be made at the Clerk's offices in municipalities. The branch will advise shippers of the extent of authority of any trucking company they may wish to have ship their goods. Contact regional and district offices listed in the Appendix.

## FRENCH

French, see also Franco-Ontarian, Bilingualism.

416-965-5184

ATT GEN, COURTS ADMINISTRATION PROGRAM manages the Civil and Criminal courts in Ontario and is involved with the implementation of **French** language services in Ontario courts. Ensures provision of adequate administrative services to county, Surrogate Court and Supreme Court of Ontario offices, including direction to sheriffs and bailiffs, court registrars and clerks (965-1524). Manages small claims courts and provides direction to small claims courts bailiffs and clerks (965-7945). Manages provincial (criminal and family) court offices (965-0916). Provides courts and office accommodation planning (965-8453). Handles court reporting services (965-2399). Regulates appointments of justices of the peace, notaries public and commissioners of oaths or affidavits (965-2848).

416-965-2841

ATT GEN, LEGISLATIVE COUNSEL SERVICES provides legislative advisory services to members of provincial parliament (MPP), government Ministers and Ministries. Drafts legislation (bills and regulations), prepares annual books of statutes and files and publishes regulations. Translates selected statutes and regulations into **French** and publishes them. For information on statutes contact 965-2841; on regulations, contact 965-2854; on **French** translations contact 961-8710.

416-965-4162

CIV SERV, FRENCH LANGUAGE SERVICES UNIT under the Staffing Division offers **French** language training courses to employees of the Ontario Public Service and of municipalities. Assists ministries in recruitment of bilingual staff. Administers Ontario-Quebec Summer Student Job Exchange program and civil servants exchanges.

416-965-5241

COLL UNIV, STUDENT AWARDS BR has many student awards programs that offer financial assistance as loans, grants or bursaries to Ontario students studying at colleges and universities. Administers four plans based on financial need under the Ontario Student Assistance Program (OSAP): Ontario Study Grant Plan, Canada Student Loans Plan, Ontario Student Loan and Ontario Special Bursary. The branch also awards fellowships or scholarships for outstanding university graduate work: The Ontario Graduate Scholarship, The Sir John A. Macdonald Graduate Fellowship, Ontario-Quebec Exchange Fellowship and The Queen Elizabeth II Ontario Scholarships; and has programs for students and teachers for bilingual study: fellowships for studying **French**, Teacher's Summer Language Bursary, and Summer Language Bursary program. Students should apply through the Student Awards Office at the post-secondary institution of their choice. For private or out-of-province institutions, contact this branch.

416-965-0598

CULT & REC, COUNCIL ON FRANCO-ONTARIAN AFFAIRS is an advisory body which makes recommendations to the Minister of Education and the Minister of Culture & Recreation on any matter which is within the responsibility of their ministries and affects Franco-Ontarians; or on any matter which one or both ministers may refer to the Council for consideration. Advisory services of the Council are also available to other ministries. The Council maintains close liaison with the Franco-Ontarian community in order to be well informed of the needs and aspirations of Franco-Ontarians for Government services offered in **French**.

416-965-2891

CULT & REC, TRANSLATION BUREAU provides translation services for government ministries and special purpose bodies on a charge-back basis and provides a free service for landed immigrants who need official documents translated into English in order to find work or pursue their education and training in Ontario. The **French** Language Service Section (965-2891) is located at M1-49, Macdonald Block, Queen's Park, Toronto. The Multilingual Service Section (965-1458) for all languages other than French is located at the Ontario Welcome House, 2nd Flr., 8 York St., Toronto.

416-965-6407

EDUC, CENTRAL SERVICES BR, Administrative Services Section (965-2308) provides Ministry branches with support services (see first entry under Administrative Services for description of functions). The branch operates ministry public information programs (as described in the first entry under Information Service), publishes 'Dimensions' which is distributed to all schools in Ontario (965-1230), and operates the ministry library (965-4583).

Public information services include providing information on ministry programs such as the Heritage Language Program (provision by school boards of non-official languages instruction in addition to the regular school program), the **French** as a Second Language and **French** as a Minority Language programs.

416-965-2190

EDUC, COUNCIL ON FRENCH LANGUAGE SCHOOLS ensures the continuing development of education for **French** speaking students in Ontario. The Council advises the Minister and the Deputy Minister of Education on all matters pertaining to **French** language schools.

416-965-3155

EDUC, LANGUAGES OF INSTRUCTION COMMISSION of Ontario was established to help resolve disputes between school boards and parents over the provision of education programs in the language of a minority group, **French** or English as the case may be.

416-965-2667

EDUC, PROFESSIONAL DEVELOPMENT BR administers summer courses for teachers (965-2664) and coordinates teachers' winter courses which are sponsored by local school boards and approved by regional offices (965-2450). Arranges exchanges for teachers and school board personnel within Ontario and across Canada (965-9667). Administers examination of supervisory officers after completion of pre-service and in-service training (965-9672). Provides financial assistance for **French** language professional development activities for teachers (965-9667). Provides staff training and development to ensure improvement and advancement of Ministry personnel (965-2680).

416-965-5620

EDUC, STUDENT ACTIVITIES & SPECIAL PROJECTS BR encourages educational and cultural exchanges of students and teachers (965-5635) and may provide grants for these projects. Projects include: Educational Exchange Programs and Ontario-Quebec School Twinning (965-5989), Ontario Young Travellers (965-5605), School Twinning Programs, e.g. Project Canada, Project School-to-School, Teacher Exchange Programs (965-1129) and Experience Programs (965-6329). Administers the Second-Language Monitor Program which encourages bilingual university students to act as teaching monitors to teachers of **French** or English as a second language (965-5996). Operates the Ontario Student Leadership Centre which accepts secondary school students for leadership training courses (965-6410). The Student Guidance Information Service (965-9676) provides computerized career and institutional information to schools. The branch prepares guidance documents and Ontario Student Record material.

416-965-2060

EDUC, SUPERVISION & LEGISLATION BR, LEGISLATION Section, besides providing legal services to the Ministry of Education, provides information and advice to school boards, municipalities, teachers and the public about education statutes (e.g. provision of **French** language education) that affect their rights, duties and responsibilities.

416-965-3865

FRENCH LANGUAGE SERVICES COORDINATOR implements the government's policy on **French** language services (provision of such services to the Franco-Ontarian public). Provides related information and advice to other Ontario government ministries, the media and the public.

**FRENCH LANGUAGE SERVICES COORDINATOR**

416-965-3865

**FRENCH LANGUAGE SERVICES COORDINATOR** implements the government's policy on French language services (provision of such services to the Franco-Ontarian public). Provides related information and advice to other Ontario government ministries, the media and the public.

**FROG**

Frog (information on identification), see Nat Res Administrative Services Br.

**FRUIT**

416-965-1058

**AG & FOOD, FARM PRODUCTS QUALITY BR, FRUIT & VEGETABLES SECTION** regulates the inspection and grading of twenty-five farm products plus flue-cured and burley tobacco, honey, maple syrup, Christmas trees, tomato seedlings. Offers technical advice to growers and producers and informs the public on all aspects of food (**fruit**, vegetables, honey) production, packaging and marketing. Provides the ministry's Information Branch with data on conditions of seasonal crops. Issues licences: to operators of controlled-atmosphere storages and to packers of apples from such storages, to dealers of **fruit** and vegetables, and to nurseries. Controls disease in nurseries & controls neglected orchards to prevent spread of disease and insect infestation. Administers the Bees Act which requires registration of apiaries (where bees are kept for honey production). To register contact Provincial Apiarist, Dep't. of Environmental Biology, Univ. of Guelph, 519-824-4120 Ext. 2477. See also Appendix for ministry's county or district offices.

416-562-4141

**AG & FOOD, HORTICULTURAL RESEARCH INSTITUTE OF ONTARIO** in Vineland conducts horticultural research (including studies on soils and crops) to increase production and develop new varieties of farm products (e.g. **fruit** & vegetables including mushrooms) and wine. The Institute also coordinates all horticultural research and service programs supported by the ministry. Serves farmers, growers of ornamental plants, food processors and wine makers. Research is conducted at four units located at Simcoe, Holland Marsh and two at Vineland. The Institute provides propagating material (cuttings, etc.) to growers and nurseries.

416-259-5479

**AG & FOOD, ONTARIO FOOD TERMINAL BOARD** operates the Ontario Food Terminal, a wholesale fresh **fruit** and produce market to serve all Ontario growers of these farm products. The terminal has cold storage facilities. It plays a major role in the orderly marketing of **fruit** and vegetables in Ontario.

**FUELS**

416-965-7627

**CCR, FUELS SAFETY BR** which administers the Ontario Energy Act, strives to prevent loss of life, bodily injury and property damage by controlling safety hazards which can arise from the transmission, distribution and utilization of **fuels** such as natural gas, oil and propane, and the transport, storage and handling of gasoline. Issues certificates and licences (including contractors' licences for heating and air conditioning) and audits such operations.

416-965-3246

**ENERGY, CONSERVATION & RENEWABLE ENERGY PROGRAM.** Energy Conservation Section (965-3051) is responsible for the development of policies and coordination of

programs for the conservation of energy including measures designed for consumers and homeowners, innovations in transportation and urban development, improvements in energy use in public buildings and selected commercial enterprises, and public awareness. Renewable Energy Section (965-4365) develops policies and programs for alternate sources of energy such as solar heating, wind, wood, municipal waste, synthetic liquid **fuels** (e.g., alcohol, methanol) and the indigenous biomass resources of Ontario. Communications Services Section (965-3246) provides information service on all aspects of energy conservation including home insulation and solar energy. For information on the general role of this ministry see Energy The Ministry of Energy.

416-965-6352

REVENUE, GASOLINE TAX BR administers and collects tax on the sale of **fuels** taxed under the Gasoline Tax Act (gasoline, aviation fuel, propane), the Motor Vehicle Fuel Tax Act (diesel fuel) and the Tobacco Tax Act (cigarettes, tobacco, cigars). Provides refunds of these taxes when applicable and appoints or registers collectors, usually wholesalers or distributors, vendors of heating **fuels** and taxable diesel fuel users.

416-248-7141

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Energy Management Program in conjunction with the Ministry of Energy, studies use of **fuels** by road vehicles to support fuel conservation legislation and to direct the energy management program. Examines, tests and implements fuel conservation measures. Studies alternative **fuels**, especially methanol.

## FUNERAL DIRECTORS

416-963-0511

CCR, CEMETERIES BR administers the Cemeteries Act which regulates the operations of commercial and non-profit cemeteries, burial grounds, church yards, mausolea, crematoria and columbaria. The branch also answers inquiries and investigates complaints about cemeteries and burials. Contact Queen's Park or regional offices listed in the Appendix. For inquiries about **funeral directors** and embalmers, call the Registrar of the Board of Funeral Services, First Floor, 25 Grosvenor St., Toronto, 921-5164. The Board operates under the Funeral Services Act, administered by the Ministry of Health.

## FUNGICIDES

Fungicides, see Pesticides.

## FUR

416-965-5841

AG & FOOD, VETERINARY SERV BR LABORATORY SECTION operates six laboratories that provide assistance to the livestock industry and veterinary practitioners by offering diagnostic, investigative, consultative and extension services. Carcasses and specimens from animals and poultry are submitted by veterinarians and farmers and tests are made to determine cause of disease. Administers the Ontario Hatchery Supply Flock Policy, involving monitoring procedures to control disease of poultry; and the Fur Farms Act, requiring licences of **fur** farmers.

416-965-3345

NAT RES, WILDLIFE BR, WILDLIFE SERVICES SECTION regulates use of furbearers and issues licences to **fur** buyers and tanners. Administers resource development agreement between the Ontario Ministry of Natural Resources and the federal Department of Indian Affairs and Northern Development to develop Ontario renewable natural resources for the

improvement of social and economic status of native peoples. Hunter Training Safety Program (965-4251) certifies hunter safety instructors and trains Ministry hunting licence examiners. See also Nat Res Wildlife Br. Contact regional or district offices listed in the Appendix.

## FURNITURE

Furniture, disposal of surplus government furniture, see Govt Serv Supply Administration Br. Upholstered furniture, see Upholstered and Stuffed Articles.

## GAINS-A

416-965-2363

COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or **GAINS-A** (income supplement for senior citizens) and **GAINS-D** (income supplement for the blind and disabled), Family Benefits (financial allowances for single mothers, the blind and disabled, permanently unemployable fathers, foster children, severely handicapped children).

416-965-8470

REVENUE, GUARANTEED ANNUAL INCOME SYSTEM (**GAINS-A**) Program was introduced in July, 1974 to provide a basic income for qualifying residents age 65 and over. A multilingual information service on the **GAINS-A** program for senior citizens can be reached by calling 965-8470 in Metro Toronto. Outside Metro Toronto dial direct (toll-free) 1-800-268-7121 except residents in area code 807 who should ask Operator for Zenith 8-2000 (toll-free).

## GAINS-D

COMM SOC, ADULT SERV DIV, FAMILY BENEFITS PROGRAM (Income Maintenance) provides financial assistance to persons who are in need for a prolonged period of time. It is intended for mothers raising children alone, the disabled, the blind, permanently unemployable fathers or single persons, foster children and qualified elderly women over 60. If need is shown a monthly allowance and other benefits (health insurance, prescribed drugs, dental care, eyeglasses, hearing aids) are provided. The allowance for the disabled and the blind is also known as **GAINS-D** (Guaranteed Annual Income System, Disabled). To apply for family benefits contact ministry's Area and Local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South West, 763-3631; South East, 362-6111.

416-965-2363

COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or **GAINS-A** (income supplement for senior citizens) and **GAINS-D** (income supplement for the blind and disabled), Family Benefits (financial allowances for single mothers, the blind and disabled, permanently unemployable fathers, foster children, severely handicapped children).

## GAMBLING

Gambling, see also Games of Chance

416-965-8114

SOL GEN, OPP, SPECIAL INVESTIGATIONS BR provides assistance to Crown attorneys and law enforcement agencies including Chiefs of Police and other government agencies.

Drug Enforcement Section (965-8114) conducts investigations concerning the suppression of illegal drugs. Liquor Laws Enforcement Section (965-8114) conducts investigations relating to liquor licencing and liquor law infractions. Anti-Gambling Section (965-8114) deals with control of **gambling** and improprieties in Thoroughbred and Standardbred horse racing. Also is involved with control of pornography (965-1736). Auto Theft Section (965-8049) conducts investigations concerning all thefts of motor vehicles including organized vehicle theft rings and expert vehicular (or parts) identification. OPP district headquarters are listed in the Appendix.

## GAMES OF CHANCE

Games Of Chance, see also Gambling.

416-963-0272

CCR, LOTTERIES BR issues licences, supervises and controls all lottery operators in Ontario. These include bingos, raffles and **games of chance** operated within the Criminal Code of Canada. Copies of the regulations are available from the branch on request.

## GARBAGE

Garbage, see Recycling, also Waste. Garbage collection is conducted by municipal public works departments.

## GARDENING

Gardening, see Horticultural.

## GARNISHMENTS

416-965-5591

ATT GEN, REFEREE OF THE SMALL CLAIMS COURTS of the Judicial District of York assists people with counselling on debt problems, particularly with summonses and **garnishments** before and after judgment. Public must telephone for appointment and bring complete information regarding income, expenses, debts and creditors. The Small Claims Court Referee's mailing address is: 425 University Ave., Rm. 201, Toronto M5G 1T6.

## GASOLINE

416-965-7627

CCR, FUELS SAFETY BR which administers the Ontario Energy Act, strives to prevent loss of life, bodily injury and property damage by controlling safety hazards which can arise from the transmission, distribution and utilization of fuels such as natural gas, oil and propane, and the transport, storage and handling of **gasoline**. Issues certificates and licences (including contractors' licences for heating and air conditioning) and audits such operations.

416-965-6352

REVENUE, GASOLINE TAX BR administers and collects tax on the sale of fuels taxed under the Gasoline Tax Act (**gasoline**, aviation fuel, propane), the Motor Vehicle Fuel Tax Act (diesel fuel) and the Tobacco Tax Act (cigarettes, tobacco, cigars). Provides refunds of these taxes when applicable and appoints or registers collectors, usually wholesalers or distributors, vendors of heating fuels and taxable diesel fuel users.

## GEOGRAPHIC NAMES

Geographic Names, see Nat Res Surveys & Mapping Br Nomenclature.

## GEOLOGICAL

416-965-0190

NAT RES, ONTARIO GEOLOGICAL SURVEY provides information on the **geological** and mineral resources of Ontario for development of policy on management of non-renewable resources, for land use planning and for exploration and development of Ontario's mineral wealth. Activities include **geological**, geophysical and geochemical surveys, mineral deposit studies, geochronology studies, development of new exploration techniques, presentation of classes & lectures on minerals. Analytical laboratory provides identification, chemical analyses and assays of mineral, rock and ore samples. The branch administers the Mineral Exploration Assistance Program to encourage approved mineral exploration in designated areas, and the geoscience research grants program to aid geoscience research at Ontario universities. Operates the Mining Library (965-1352). Published maps, reports, brochures, unpublished files & analytical services are used by the public, prospectors, mining companies, universities & government agencies. There are Regional Geologists in regional offices & Resident Geologists in Red Lake, Sioux Lookout, Kirkland Lake & Sudbury districts (see Appendix).

416-965-6225

NAT RES, SURVEYS & MAPPING BR provides topographical and cadastral descriptions of the land base. Branch Director is Surveyor General (965-6225). Cartography Section (965-4743) produces planimetric, **geological** and other thematic maps illustrating ministry field surveys. Drafting Services Section (965-7108) provides drafting, mapping and graphics support to the ministry. Maps are distributed by the Map Unit, Administrative Services Br (965-6511). Geographical Referencing Section (965-4538) carries out technical studies in automated cartography and associated digital information systems. Operates and maintains provincial control survey data bank, sets standards for control surveys and establishes base lines for instrument calibration. Cadastral Surveys Section (965-2714) installs and maintains control surveys. Has data from ministry and private surveyors on resurveys of township boundaries and Crown land surveys prior to their disposition under statute. See also other sections of this branch described individually.

## GEOTECHNICAL

Geotechnical, see also Geological

416-965-2105

ENV, WATER RESOURCES BR HYDROLOGY & Monitoring Section coordinates water quality and quantity programs related to lakes and other inland waters. Provides **geotechnical** support for ministry hydrogeological and ground water development and protection programs. Issues licences to contractors of water wells and participates in policy making and application of the water taking permit program. Contact regional or district offices listed in the Appendix.

## GERIATRICS

Geriatrics, see Comm Soc Adult Serv Div Consultants, also Comm Soc Adult Serv Div Senior Citizens.

## GIFT TAX

416-965-1700

REVENUE, SUCCESSION DUTY & LAND TAX BR administers the following Acts: Succession Duty, **Gift Tax**, Land Speculation Tax, Land Transfer Tax and Provincial Land Tax. Although the Land Speculation Tax Act was repealed in October, 1978 and the

Succession Duty and **Gift Tax** Acts were repealed in April, 1979, the branch continues to collect tax that arose before the repeal dates. Land Transfer Tax (965-1774) is a tax on individuals or corporations registering land or an interest in land in Ontario. Land Transfer Tax is two-fifths of 1 per cent on the first \$45,000 and four-fifths of 1 per cent on the rest. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.). Land Transfer Tax is paid to the Land Registrar before a conveyance is registered. Provincial Land Tax is collected from land owners in unorganized territories in Ontario.

## **GIFTED PUPILS**

Gifted Pupils, see Educ Special Education Br.

## **GO TEMPORARY**

416-965-7688

**CIV SERV, RECRUITMENT BR, TEMPORARY SERVICES** Section (Main Floor Frost Bldg. S., Queen's Park) operates the Government of Ontario Temporary (**GO Temporary**) employment program. Provides staffing or recruitment services to ministries for temporary employees upon request, pays the employees and charges the ministry for the service. Qualified persons who apply to this section for temporary employment will be registered and placed in available temporary jobs. See also other sections under Civ Serv Recruitment Br.

## **GO TRANSIT**

416-630-2635

**TORONTO AREA TRANSIT OPERATING AUTHORITY (TATOA)** was created to design, establish and operate an inter-regional transit system serving Metro Toronto and the regional municipalities of Peel, Durham, Halton, Hamilton-Wentworth and York. Manages **GO Transit**, a commuter railway service operated by Canadian National Railways, and a commuter bus service operated by Gray Coach Lines and Trailways of Canada. For information on timetables and fares phone local **GO Transit** number (in Toronto, 630-3933). TATOA reports to the Legislature through the Minister of Transportation & Communications.

## **GOVERNMENT CAUCUS OFFICE**

416-965-2337

**GOVERNMENT CAUCUS OFFICE.** In the June 9, 1977 provincial election, the Progressive Conservative Party (PC) was returned to Government. Each Member of Provincial Parliament belonging to the Progressive Conservative Party belongs to the Government Caucus. The Caucus deliberates policies and programs which will become part of legislation to be introduced in the Legislature. Specific Committees are responsible for certain areas. The Caucus Office has a Chief Whip who looks after attendance in full Caucus, Committee meetings and in the Legislature, and keeps all members informed as to what votes are expected in the Legislature. Each Member of Provincial Parliament has a Constituency Office to serve the needs of the people whom he or she represents (see list in the Appendix).

## **GOVERNMENT EMPLOYMENT**

Employment in the Ontario Government see Civ Serv Recruitment Br Staffing Services and Civ Serv Recruitment Br Temporary Services. Also contact each ministry's Personnel Branch listed under Personnel.

## **GOVERNMENT PAYMENTS**

Government Payments, see Govt Serv Government Payments Br.

**GOVERNMENT SERVICES**

Government services, Ministry of, see GOVT SERV Branch Name

**GOVERNMENT VEHICLES**

416-965-1051

GOVT SERV, SPECIAL SERVICES BR provides Ontario Government ministries with these operational support services: Collection Service for debts owing to the Government (965-5195); Mail Delivery, a complete mass mailing service on a charge-back basis, including addressing, labelling, folding and inserting mail (965-6902); a Records Centre in Mississauga providing secure storage for inactive records with recall services on request (279-5493); Vehicle Repair & Trucking Service at Mimico which on a charge-back basis provides maintenance and repair services for **government vehicles**, and a province-wide trucking service (252-3348).

416-248-3617

TR & COMM, OFFICE OF LEGAL SERVICES provides legal services for the ministry including advice on driver and vehicle matters (248-3131). See first entry under Legal Services for description of functions. Regional solicitors who deal primarily with property matters are located in the Operations Division regional and district offices in Toronto, (248-3074); London, (519-681-1441); North Bay, (705-472-7900) and Kingston, (613-544-2220). Insurance & Claims (248-3127) handles insurance claims against the Crown for injuries and property damage arising from accidents on provincial highways or involving **government vehicles**, as well as claims by the Crown for damage to highway property or **government vehicles** excluding OPP vehicles.

416-248-3178

TR & COMM, SUPPLY & SERVICES BR provides the ministry with various services. Purchasing & Supply Office (248-3361) purchases **government vehicles**, construction, maintenance & operating supplies & equipment. Prepares manuals, publications, maps, e.g., Ontario road maps (248-3476) & photographs for ministry and public distribution; performs records management & has a reference library (248-3591). General Services Office (248-3853) runs a garage and instrument repair service; controls movable assets. Disposal Section (248-3725) holds auctions of **government vehicles**. Tenders Section (248-3651) advertises and supplies information on construction & supply contracts; conducts openings of tenders. Special Services Office (248-3364) provides administrative services including accommodation design; establishes sites for and inspects freeway service centres; provides Ministry telecommunication & remote airport directional systems. Graphic Services Office (248-3557) provides art, display, reproduction facilities.

**GOVT SERV ADMIN SERVICES BR**

416-965-9215

GOVT SERV, ADMIN SERVICES BR supplies the ministry with administrative services. For a description of functions, see first entry under Administrative Services. See also Govt Serv Admin Services Br Official Documents.

**GOVT SERV ADMIN SERVICES BR OFFICIAL DOCUMENTS**

416-965-5741

GOVT SERV, ADMIN SERVICES BR, OFFICIAL DOCUMENTS Section prepares, records, searches, microfilms and makes copies of Ontario official documents, e.g., land patents. For details about land patents such as name of original patentee, date and description of property, contact Nat Res Lands Administration Br Titles Section (965-1319).

Certifies notarized documents and affidavits that are sent abroad by the public for various purposes. Scrolls Office (965-5733) prepares congratulatory scrolls for Ontario citizens on the request of their Member of Provincial Parliament, to acknowledge 90th and succeeding birthdays, 50th and succeeding wedding anniversaries, or other significant accomplishments of individuals, municipalities and other organizations.

## GOVT SERV AUDIT BR

416-965-4805

GOVT SERV, AUDIT BR is responsible for the ministry's audit function. For a description of the function see first entry under Audit.

## GOVT SERV COMMUNICATION & COMPUTER SERVICES DIV

416-965-4262

GOVT SERV, COMMUNICATIONS & COMPUTER SERVICES DIV provides comprehensive telecommunications and computer services to the Ontario government. Computer services include a broad range of computer processing services such as time sharing, batch processing, text and word processing, data base and related support services. The Computer Support Services Br (965-1335) is the planning and central technical resource and coordinating arm of the Division. There are three Computing Centres in Metro Toronto: Queen's Park Computing Centre (965-8742), Leaside Data Centre (965-0941) and Downsview Computing Centre (248-3943). Telecommunications services, provided through the Telecommunication Services Br (965-0175) include telephone, radio (non-broadcast), video and data communications. The branch also provides and manages the government's consolidated telephone systems and associated switchboards in Toronto (965-1211), Thunder Bay (705-475-1110) and London (519-679-7000).

## GOVT SERV EMPLOYEE ADVISORY SERVICE

416-965-5161

GOVT SERV, EMPLOYEE ADVISORY SERVICE provides confidential counselling and referral services to employees of the Ontario Public Service (OPS). Provides training programs and individual consultations to managers and personnel administrators in dealing with troubled employees and work performance problems. Provides day care counselling to OPS employees (965-9953).

## GOVT SERV EMPLOYEE BENEFITS BR

416-965-6861

GOVT SERV, EMPLOYEE BENEFITS BR administers the following benefit plans for employees of the Ontario Public Service (OPS): Public Service Superannuation Act, Superannuation Adjustment Benefits Act, Employees' Group Insurance Plan, Long Term Income Protection. Informs existing and retired OPS employees of the benefits available. The branch is not concerned with family benefits or pensions in the private sector.

## GOVT SERV EMPLOYEE DATA SERVICES BR

416-965-6541

GOVT SERV, EMPLOYEE DATA SERVICES BR operates and maintains the Integrated Payroll Personnel Employee Benefits (IPPEB) system and the Central Attendance Recording System (CARS) for employees of the Ontario Public Service. Central agencies and all ministries receive a variety of services from the systems including: pay lists, cheques, work history data, ministry organization structures, status changes of employees, pension contribution data, life insurance, Ontario Health Insurance Plan (OHIP) information, T-4 income

tax forms, salary structures and various statistical analyses. Inquiries should be directed to Personnel or Payroll branches of the ministry concerned or to client liaison officers within the Employee Data Services Branch.

## **GOVT SERV EMPLOYEE HEALTH SERVICES BR**

416-965-6751

GOVT SERV, EMPLOYEE HEALTH SERVICES BR provides direct health services to employees of the Ontario Public Service at their places of work in Toronto. Also provides advisory services to management on the health of the work force through various medical examinations.

## **GOVT SERV FINANCE BR**

416-965-2153

GOVT SERV, FINANCE BR supplies the ministry with financial management services. For a description of functions, see first entry under Accounting.

## **GOVT SERV GOVERNMENT PAYMENTS BR**

416-965-2905

GOVT SERV, GOVERNMENT PAYMENTS BR is responsible for the production of cheques for the Ontario government from the Consolidated Revenue Fund or for any major cheque issuing programs developed by an Ontario Government ministry. Reconciles the Consolidated Revenue and major cheque issuing bank accounts. All cheque writing and issuing is done only upon authorized request of each ministry. For specific inquiries, contact ministry concerned.

## **GOVT SERV INSURANCE AND RISK MANAGEMENT**

416-965-6254

GOVT SERV, INSURANCE AND RISK MANAGEMENT purchases insurance for the government and advises all Ontario ministries and special purpose bodies on insurance coverage, excluding employee benefits. For information on Ontario government employee benefits call 965-6861.

## **GOVT SERV LEGAL BR**

416-965-1141

GOVT SERV, LEGAL BR provides legal services for the ministry in the areas of conveying and contracts, e.g. the acquisition (including expropriation), sale and lease of land, buildings negotiation and formulation of building contracts, computer contracts and contracts for other types of services. Provides legal opinions relating to pension benefits and litigation relating to the collection of outstanding accounts.

## **GOVT SERV LEGISLATIVE SERVICES BR**

416-965-6415

GOVT SERV, LEGISLATIVE SERVICES BR provides housekeeping, maintenance, steward and messenger services and support services to the Lieutenant Governor, Office of the Premier, Office of the Speaker and each Member of Provincial Parliament (MPP) in the Legislative Building. The Media Studio and its physical facilities (965-1164) are for the use of MPP's.

**GOVT SERV MANAGEMENT PLANNING BR**

416-965-6683

GOVT SERV, MANAGEMENT PLANNING BR develops and supports the Ministry's corporate planning and control system, and provides executive assistance to the Deputy Minister. Prime functions include long-term planning and policy development, liaison with Management Board Secretariat on program and policy matters, and the analysis and preparation of management submissions to Management Board and Cabinet. Provides for the continuing analysis and evaluation of Ministry programs, and coordinates Ministry systems development, implementation and control. Also coordinates development, publication and distribution of Ministry policies and procedures, and provides public relations and information service in support of Ministry programs.

**GOVT SERV PERSONNEL BR**

416-965-7011

GOVT SERV, PERSONNEL BR performs the personnel functions for the Ministry of Government Services. For a description of branch activities see first entry under Personnel.

**GOVT SERV PLANNING AND DESIGN SERVICES BR**

416-965-2108

GOVT SERV, PLANNING AND DESIGN SERVICES BR provides construction and design services for Ontario Government capital, lease purchase and accommodation alteration projects including interior design consulting services, kitchen facilities and laboratory facilities. Also includes preparation of documents and inspection of work performed. Part of the interior design consulting function (965-6723) is cataloguing of original paintings and sculptures owned by the Government, commissioning works of art in Government buildings and restoration of these works of art where necessary. Provides technical assistance to other ministries in problems pertaining to construction, maintenance and operation of buildings and institutions. Responsible for general purpose accommodation planning for all Ontario government ministries and most special purpose bodies. Also responsible for research activities relating to the provision and management of accommodation.

**GOVT SERV PRINTING SERVICES BR**

416-965-2069

GOVT SERV, PRINTING SERVICES BR has four operating sections. Print Procurement Service (965-2056) coordinates standard forms activity to ensure economy in government forms and purchases printing services from the private sector as required by ministries and agencies. Handles contracting for all legislative printing including all legislation (bills and regulations) and the Ontario Gazette (965-2238). Provides subscriptions to Hansard, Bills, Votes and Proceedings and Order Papers (965-2238). Publishes the Ontario Government Telephone Directory (965-3004). Duplicating Service (965-2211) provides an in-plant facility when private sector services are impractical. Stationery Service (965-7072) operates a retail outlet supplying common stationery and office supplies. See also Govt Serv Publications Service, part of this branch, described separately in this Index.

**GOVT SERV PROGRAM MANAGEMENT BR**

416-965-2172

GOVT SERV, PROGRAM MANAGEMENT BR is responsible for the management of all accommodation projects of the Ontario Government. Ensures that all projects are completed on schedule, within the budget, and to the satisfaction of client ministries. Coordinates

accommodation projects related to capital accommodation, land acquisition for capital projects, leasing, lease-purchase and accommodation alterations. Provides liaison for the Ministry of Government Services with all ministries and government agencies for all accommodation needs.

## **GOVT SERV PROPERTY MANAGEMENT BR**

416-965-6741

GOVT SERV, PROPERTY MANAGEMENT BR, through regional and field area offices (see list in the Appendix) provides operation and maintenance services to Government-owned and leased premises including repairs, housekeeping, horticultural services, moving and bulk parking allocation, elevator maintenance. Ensures safety in government buildings and on construction sites; coordinates displays by various ministries in exhibitions at the London, Ottawa and Thunder Bay government buildings; coordinates tenders and administers catering contracts for cafeterias and vending machines in government offices, court houses and registry offices. It is also responsible for the reservation and use of committee rooms in the Macdonald Block (Phone: 965-1109).

## **GOVT SERV PUBLIC SERVICE SUPERANNUATION BOARD**

416-965-1709

GOVT SERV, PUBLIC SERVICE SUPERANNUATION BOARD recommends payments of annuities, pensions and disability benefits to employees of the Ontario Public Service and rules on applications in respect of past service credits and pension credit transfers under the Public Service Superannuation Act. The Board also hears appeals from contributors, pensioners or dependents against administrative decisions. Inquiries about administration and benefits for Ontario Public Service employees are handled by Employee Benefits Branch (965-6861). Private pension plans should be referred to the Pension Commission of Ontario (963-0527).

## **GOVT SERV PUBLICATIONS SERVICE**

416-965-6015

GOVT SERV, PUBLICATIONS SERVICE under the Printing Services Br is responsible for cataloguing, inventory control and distribution of Ontario Government publications to the public, other ministries and to public libraries through a province-wide library depository system. Publications, including legislation (bills and regulations) are distributed through the Ontario Government Bookstore at 880 Bay St., Toronto (965-2054) or by mail through the Publications Centre, 5th Floor, 880 Bay St., Toronto, M7A 1N8 (965-6015). Cheques or money orders should be payable to the Treasurer of Ontario. Bibliographic Services Centre (965-1415) maintains collection of Ontario Government publications from 1971. Provides bibliographic & reference services and microfiche of certain government documents for research purposes. Compiles monthly checklist and annual catalogue of Ontario Government publications and has other bibliographies & brochures.

## **GOVT SERV REALTY SERVICES BR**

416-965-2155

GOVT SERV, REALTY SERVICES BR is responsible for the appraisal, negotiation and surveys required in the acquisition and sale of real estate for most ministries, including land required for construction programs. Appraises, negotiates and acquires leased accommodation (965-4777). Handles interim management of government property and disposes of such through sale or lease (965-2040). Assists employees of the Ontario Public Service transferred to other locations in Ontario in selling their homes under the Home Owner

Employee Relocation Plan (phone: 965-3444). Maintains an inventory of government-owned land, buildings, leases and accommodation (965-6745).

## GOVT SERV SPECIAL SERVICES BR

416-965-1051

GOVT SERV, SPECIAL SERVICES BR provides Ontario Government ministries with these operational support services: Collection Service for debts owing to the Government (965-5195); Mail Delivery, a complete mass mailing service on a charge-back basis, including addressing, labelling, folding and inserting mail (965-6902); a Records Centre in Mississauga providing secure storage for inactive records with recall services on request (279-5493); Vehicle Repair & Trucking Service at Mimico which on a charge-back basis provides maintenance and repair services for government vehicles, and a province-wide trucking service (252-3348).

## GOVT SERV SUPPLY ADMINISTRATION BR

416-965-6937

GOVT SERV, SUPPLY ADMINISTRATION BR provides a government-wide purchasing service. Three commodity sections: Furniture & Furnishings (965-1247), Office Products (965-4751), Special Products (965-3084) administer a collective purchasing program for commonly used commodities; purchase equipment for new Ontario government facilities; purchase goods and services for operational requirements of the Ministry. Central purchasing authority for furniture and furnishing needs of all ministries and agencies rests with the Furniture & Furnishings Section. Supplier Development Section (965-6937) supports branch by developing supplier lists, maintaining a vendors catalogue library, identifying and evaluating new suppliers. Operates the Public Tenders Office (965-1152) to receive tenders for government supply contracts. Assets Disposal Section (259-7809) receives, warehouses and arranges for re-use or disposal of surplus furniture, equipment, materials.

## GRANGE

Grange, see Art Gallery Of Ontario.

## GRANTS

Grants, see also Financial Assistance, Loans, Bursaries.

416-965-1091

AG & FOOD, AGRICULTURAL & HORTICULTURAL SOCIETIES BR gives **grants** to agricultural societies in Ontario for exhibitions, fairs, crop competitions, improvements to buildings and grounds, commercial and educational displays. Also gives **grants** to horticultural societies and plowmen's associations. Horticultural societies hold exhibitions and competitions (i.e., flowers, plants and vegetables); conduct courses on gardening. The Ontario Plowmen's Association which sponsors the International Plowing Match and Farm Machinery Show has its headquarters at this branch.

416-965-5971

AG & FOOD, LIVESTOCK BR promotes production of livestock and high quality livestock products through management improvement programs and **grants** for Ontario producers. Maintains laboratories where milk samples are tested for butterfat content and a laboratory where feed samples are analyzed. This branch is responsible for acts affecting livestock producers, e.g., the Hunter Damage Compensation Act, the Artificial Insemination of Livestock Act (issuance of licences to providers of artificial insemination services for livestock), the Beef Cattle Marketing Act (licences of cattle dealers). Other acts provide for:

the grading of livestock and poultry and the regulation of stock yards, licences to those who conduct auctions of pure-bred livestock, payment of licence fees to the Ont. Sheep Ass'n on the sales of wool. Livestock specialists are available to give management advice to producers throughout Ontario.

416-965-5841

**AG & FOOD, VETERINARY SERV BR, REGULATORY AND COMMUNICABLE DISEASES** Section administers the Acts concerning these veterinary requirements: vaccination of cattle to control brucellosis, licences for livestock community sales and those involved in disposing of dead animals. Compensates owners of livestock that are destroyed by rabies. Provides consultative service to practising veterinarians and producers of cattle, sheep and swine. Provides **grants** to finance veterinary service in designated areas where livestock farms are sparsely located. Inspects and issues licences to riding horse establishments, dog pounds and suppliers of laboratory animals. Issues licences to those other than pharmacists & veterinarians who sell livestock medicine. Requires registration of facilities that use animals for research.

416-965-2150

**COLL UNIV, INSTITUTIONAL ACCOUNTING** and Architectural Services Br administers all transfer payment programs (operating **grants**: 965-5237, and capital funding: 965-5238) to universities and Colleges of Applied Arts and Technology (CAAT) and related institutions. Prepares claims on federal-provincial cost sharing programs (965-5239). Maintains an overview of the physical facilities of universities and colleges, and provides architectural advice to the ministry (965-6563).

416-965-5375

**COLL UNIV, PROGRAM RESOURCES BR** develops training standards and outlines, coordinates curricula, evaluates colleges (institutional training) and industrial training programs, and manages program approval procedure for all community colleges and industrial training in Ontario. Under the Employer-Sponsored Training (EST) Program (965-3665) provides consultative service and financial assistance (**grants**) to employers in the manufacturing industry to develop industrial training programs which meet specific skilled labour shortages. Funds are provided to Community Industrial Training Committees (CITC's) who plan and develop EST projects.

416-965-5241

**COLL UNIV, STUDENT AWARDS BR** has many student awards programs that offer financial assistance as loans, **grants** or bursaries to Ontario students studying at colleges and universities. Administers four plans based on financial need under the Ontario Student Assistance Program (OSAP): Ontario Study Grant Plan, Canada Student Loans Plan, Ontario Student Loan and Ontario Special Bursary. The branch also awards fellowships or scholarships for outstanding university graduate work: The Ontario Graduate Scholarship, The Sir John A. Macdonald Graduate Fellowship, Ontario-Quebec Exchange Fellowship and The Queen Elizabeth II Ontario Scholarships; and has programs for students and teachers for bilingual study: fellowships for studying French, Teacher's Summer Language Bursary, and Summer Language Bursary program. Students should apply through the Student Awards Office at the post-secondary institution of their choice. For private or out-of-province institutions, contact this branch.

416-965-6289

**COLL UNIV, UNIVERSITY AFFAIRS DIV** is responsible for administering the provincial **grants** to Ontario universities. In this regard the division develops and analyzes policy proposals with reference to university operations and their funding, implements policy

decisions and maintains ministry-advisory council relations and university-government relations in general. Answers inquiries about admissions policy and highly qualified manpower supply and demand.

416-965-5103

COMM SOC, ADULT SERV DIV, SENIOR CITIZENS SERVICES (Social Services) aims to support programs to involve senior citizens in community & social services. In cooperation with municipalities and charitable organizations develops policy on and subsidizes Homes for the Aged, residential and extended care and social services for senior citizens. Subsidy is in the form of capital and operating **grants**. Assists in community outreach programs and alternatives to institutional care projects, e.g., meals-on-wheels, day care, vacation care & Senior Volunteers. Provides capital & operating **grants** for Elderly Persons Centres and **grants** for research on aging & related facilities, e.g., Crane Memorial Library of Geriatrics & Gerontology (367-8867). Is involved with retirement planning. Contact regional, area & local offices listed in the Appendix. In Metro Toronto contact the Area Office, 965-9943.

416-965-2376

COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION (Social Services) aims to develop or restore the work capacity of the physically or mentally handicapped. Assesses handicapped person's abilities & limitations, counsels the person through the rehabilitation process, assists in gaining employment and provides restorative assistance (e.g. prosthetics) needed to restore useful physical functioning. Shares with municipalities work activity project costs (to enable handicapped to be self-sufficient). Provides capital & operating **grants** to rehabilitation workshops & operating **grants** & debt retirement (e.g., payment of mortgages) assistance to half-way houses & group homes for the physically & mentally handicapped & former inmates, etc. & for some centres for alcoholics & drug addicts. Contact regional, area & local offices (see Appendix). In Metro Toronto contact the Area Office, 965-9943 or Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

COMM SOC, CHILDREN'S SERV DIV, INSTITUTIONS. Under The Children's Institutions Act and The Charitable Institutions Act, the Division may provide charitable organizations and social agencies with capital and operating **grants** and subsidies, and supervision and consultation to homes for children and youth (juveniles) whose parents are facing family crises, who are emotionally disturbed, delinquent or who abuse the use of drugs, or who need help to live independently in the community; and for homes for unmarried mothers. Under the Children's Residential Services Act establishes standards in all children's residential care programs and issues licences to individuals or groups operating group homes for three or more children. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-965-5339

COMM SOC, CHILDREN'S SERV DIV, PROGRAM POLICY BR analyzes the broad policy issues affecting the Division's services. Defines and delineates policy; develops program priorities; develops and evaluates demonstration projects; coordinates major research projects and provides research **grants** for children's mental health projects. A formal link with the Strategic Policy Office under the Deputy Minister and Adult Services Div, Program Policy Br ensures participation by the Division in the review process for all research and program proposals concerning children. Under the ministry's decentralization program the branch is involved with the planning and development of local Children's Services Committees which will gradually assume authority for local children's services.

416-965-9884

COMM SOC, STRATEGIC PLANNING & POLICY SECRETARIAT administers a Research and Demonstration **Grants** program which funds research projects and encourages the further development of innovative activities relevant to the ministry's programs. Research projects may be conducted by private or public agencies, incorporated groups or associations (unincorporated groups need to be part of incorporated bodies to become eligible), municipal welfare departments, other welfare institutions, colleges and universities. The Secretariat can inform organizations and individuals about ministry's priorities for research and demonstration.

416-750-3358

CORR SERV, PLANNING AND RESEARCH BR conducts corrections research to develop policy and long-range planning for programs in correctional institutions and the community. Evaluates effectiveness of ministry rehabilitation programs (i.e., those institutional and community programs undertaken through this ministry's Community Program Development and Institutional Program Support Services branches, each described in this Index under Corr Serv, Branch or Program Name). With research advisory committee, reviews all applications from outside investigators to obtain access to inmates, records and staff of correctional institutions. Also reviews requests for **grants** for corrections research.

416-965-6256

CULT & REC, ARTS SERVICES BR develops policies and programs to encourage excellence in the arts and wider participation in arts activities. Provides operating **grants** to provincial cultural institutions and agencies, provincial arts service organizations, certain arts training institutions, and to public art galleries as described under Cult & Rec Public Art Galleries Grants. Administers the Wintario Non-Capital Arts Program. Provides **grants** for cultural exchange programs between Ontario and other provinces and countries as described under Cult & Rec Cultural Exchange Program. Coordinates the Outreach Ontario and Festival Ontario programs also listed individually in this Index. Contact main office or field offices listed in the Appendix.

416-965-5399

CULT & REC, CAPITAL SUPPORT UNIT coordinates capital support programs of the ministry. These include capital **grants** (965-8433) for community recreation centres, sports facilities, arts facilities such as theatres and art galleries, exhibition spaces, museums, heritage conservation projects, facilities for libraries and multicultural centres. Planning & Technical Services Section (965-3034) is responsible for policy development, priority setting and program planning and evaluation of the Ministry's capital **grants** programs. It also provides Capital Support Unit, Ministry field offices and clients (municipalities, community groups) with planning and technical advice and information on the development of cultural and recreational facilities. Contact Field Offices listed in the Appendix.

416-965-3314

CULT & REC, COMMUNITY INFORMATION SERVICES Program provides **grants** to fund eligible individual community information centres; prepares publications and advises them on matters such as information management, policy, staffing and volunteer training. Contact field offices listed in the Appendix. The Community Information Services Program is part of the Citizen's Inquiry Branch. See also Cult & Rec Citizen's Inquiry Bureau for other functions of this Branch.

416-965-6509

CULT & REC, CULTURAL EXCHANGE PROGRAM, part of Arts Services Branch, provides information and/or **grants** to community associations, individual artists and arts

groups involved in interprovincial or international cultural exchanges. A variety of cultural exchanges between Ontario and Quebec are assisted under the auspices of the Ontario-Quebec Permanent Commission.

416-965-4021

CULT & REC, HERITAGE ADMIN BR, ARCHITECTURAL Conservation Section provides technical support to the Ontario Heritage Foundation for its **grants** or loans programs which encourage architectural conservation or preservation of buildings of historical and/or architectural significance. Helpful advice on preservation is offered to organizations and individuals, including assistance with the establishment of Local Architectural Conservation Advisory Committees (LACAC) and programs. See also Cult & Rec: Heritage Admin Br Museums and Heritage Admin Br Historical for other activities of the branch.

416-965-4021

CULT & REC, HERITAGE ADMIN BR, HISTORICAL Conservation and Promotion Section provides technical support for the Ontario Heritage Foundation in preserving heritage buildings and in erecting commemorative plaques to subjects of province-wide importance. Provides **grants** to help fund the operations of local heritage groups and gives them technical advice. Also gives municipalities and community groups **grants** to assist in the erection of local plaques. Administers the Ontario Heritage Foundation **grants** program aiding projects of a historical nature (e.g. publication of local histories). See also Cult & Rec: Heritage Admin Br Museums and Heritage Admin Br Architectural for other activities of this branch.

416-965-4490

CULT & REC, HISTORICAL PLANNING AND RESEARCH BR provides research and information on built (i.e., man-made) heritage (historical) and archaeological resources to assist in the planning and development of Ontario government programs (e.g. environmental assessments for land use planning). Publishes research reports, planning documents and public information brochures. Advises and works with community groups and individuals on archaeological and other heritage conservation projects. Provides professional support to the Ontario Heritage Foundation in making **grants** to assist archaeological projects. Maintains a provincial archaeological data bank & coordinates response to inquiries on new discoveries. Deals with emergency situations to rescue threatened heritage sites. Issues & answers inquiries about archaeological licences. Regional archaeologists are listed in the Appendix.

416-965-7505

CULT & REC, LEADERSHIP UNIT under the Citizenship Division is a resource in the general development of citizenship. The Unit has consultants to advise organizations and municipalities on community leadership and to assist in developing indigenous community leadership resources. Consultants on recreation advise those who provide professional preparation at colleges and universities, train teachers within the school system, train recreationists of municipalities and administer **grants** in aid of research. Consultants work with the Ontario Research Council On Leisure (ORCOL).

416-965-6621

CULT & REC, MULTICULTURAL DEVELOPMENT BR develops and supports programs aimed at developing and improving intercultural relations. Programs include: developing an appreciation for different ethnocultural groups in Ontario; encouraging information sharing through intercultural workshops; assisting the development within institutions of a sensitivity to cultural differences in overcoming barriers to service delivery; assisting ethnocultural groups to improve their organizational and leadership skills to enable

them to fully participate in Ontario society. Branch consultants work with community groups, voluntary agencies, professional associations and other institutions providing consultative services, publications, films, tapes and intercultural development **grants**. Contact main office or field offices listed in the Appendix.

416-965-5003

CULT & REC, NATIVE COMMUNITY BR provides consultative services, information and referral services and financial assistance to assist Ontario native peoples in both on-reserve and off-reserve communities in gaining full access to existing services of ministries, and in the development of self-determination and community leadership and initiative. Where provincial funding channels do not exist, the Branch provides **grants** to stimulate native initiated projects from Indian Band Councils or incorporated bodies. Also advises Ontario Government ministries and agencies on programs and policies to encourage direct communication between native peoples and government. Contact main office or field offices listed in the Appendix.

416-965-2285

CULT & REC, NEWCOMER SERVICES BR programs relate to reception, orientation and language training of immigrants. The multicultural Ontario Welcome House at 8 York Street, Toronto provides English as a Second Language (ESL) instruction linked with day care (965-2365) and multilingual counselling and assistance in gaining access to government and social agencies (965-3021). Multilingual receptionists at the Toronto International Airport (678-2540) assist immigrants upon arrival. Print and audio-visual materials and information on ESL teaching and classes are available from the ESL clearing house (965-4331). For orientation resource materials for newcomers and counsellors and teachers of newcomers, and for information on setting up parents' and preschoolers' and other community-based English, orientation, citizenship classes, contact 965-2285. For information on newcomer intergration (NI) project **grants** and newcomer language/orientation classes (NLOC) **grants** contact Ministry of Culture and Recreation field offices listed in the Appendix.

416-961-1660

CULT & REC, ONTARIO ARTS COUNCIL promotes the study, enjoyment of, and production of works in the arts. Provides **grants** in response to written applications from performing and creative arts groups and individuals such as theatre and dance companies, orchestras and concert societies, art galleries and schools, publishing houses and periodicals, local and regional arts councils and festivals, arts service groups and community arts projects. Individual artists, e.g. painters, sculptors, playwrights, composers, writers, poets, makers of films and photographers may also apply. The Council has officers on staff who represent various art disciplines and pursuits. Other programs include Creative Artists In Schools (CAIS) and ONTOUR which assists concert artists, soloists, performing groups, and groups that sponsor local appearances. The Ontario Arts Council is concerned with the development of local and regional arts resources, and Franco-Ontarian community arts.

416-965-9504

CULT & REC, ONTARIO HERITAGE FOUNDATION advises the Minister of Culture & Recreation on issuing archaeological licences and on designating significant archaeological and historic sites. Provides **grants** to encourage innovative new work in archaeology and to help complete artifact analysis. Provides **grants** or loans for architectural conservation to encourage renovation of buildings of historical or architectural significance. Erects historical plaques which recognize people, places, buildings and events of significance to the history of the province. Acquires, usually by donation, heritage properties, parkland, works of art and historical artifacts.

416-965-2696

CULT & REC, PROVINCIAL LIBRARY SERVICES is responsible for assistance to public libraries throughout Ontario. Provides **grants**, by-laws and statistics and other information assistance. Maintains close liaison with associations related to library functions and develops library services on a province-wide basis. Publishes the Ontario Library Review and In Review: Canadian Books For Young People.

416-965-6256

CULT & REC, PUBLIC ART GALLERIES GRANTS Program, part of Arts Services Branch, assists eligible non-profit community art galleries through **grants** for basic operating and administrative expenditures. Galleries must meet eligibility criteria and provide detailed financial and gallery operations information. Applications available through main office or field offices listed in the Appendix. Art galleries may also apply to Ontario Arts Council for help with program and exhibition expenses.

416-965-5665

CULT & REC, SPECIAL INTERESTS UNIT, Recreational Services Section of the Sport, Fitness & Recreation Services Br advises community regional and provincial recreation agencies and institutions and is responsible for the development of resources in: therapeutic recreation, outdoor recreation, camping, non-profit camps, recreation for families, senior citizens and youth, community recreation services, recreation education and research. Provides **grants** to non-profit camps. The Unit is also responsible for the certification of recreation professionals and provides support to professional recreation associations.

416-965-6546

CULT & REC, SPORTS SERVICES SECTION, Sport, Fitness & Recreation Services Br encourages participation in sports for individual enjoyment. Promotes competition in multi-sports games (e.g., Regional & Prov'l; Ont. Summer & Winter Games for the able bodied & the disabled). Provides administrative, consultative services & **grants** to provincial sport governing bodies (965-4591). The Ontario Sports Admin. Centre (964-8655), a private organization that provides administrative services for these governing bodies, is funded by this Ministry. Sports Awards Program honors accomplishments of athletes & citizens in amateur sports. Coaching Development Program improves calibre of leadership in amateur sport through coaches & officials. Ontario Sports Travelcade takes sports & fitness resources around Ontario to help raise level of expertise of athletes & coaches. Ontario Elite Athlete Assistance Program provides limited financial assistance to selected amateur athletes for training & competition.

416-965-2390

CULT & REC, WINTARIO GRANTS Information Office, part of the Communications Br, is an information service for the Wintario **Grants** Program. Net profits from Wintario are available to non-profit community groups, organizations, municipalities and Indian Band Councils for capital and non-capital projects concerning sports, recreation, fitness, arts, heritage, public libraries, multiculturalism and citizenship and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

416-965-5624

EDUC, SCHOOL BUSINESS & FINANCE BR sets standards for, advises on, and supervises audits of financial documents of school boards. Determines how provincial **grants** to local boards will be distributed. Provides architectural advice to all boards and to ministry on building needs, for construction of elementary and secondary schools. Conducts research in energy conservation in schools.

416-965-5620

**EDUC, STUDENT ACTIVITIES & SPECIAL PROJECTS BR** encourages educational and cultural exchanges of students and teachers (965-5635) and may provide **grants** for these projects. Projects include: Educational Exchange Programs and Ontario-Quebec School Twinning (965-5989), Ontario Young Travellers (965-5605), School Twinning Programs, e.g. Project Canada, Project School-to-School, Teacher Exchange Programs (965-1129) and Experience Programs (965-6329). Administers the Second-Language Monitor Program which encourages bilingual university students to act as teaching monitors to teachers of French or English as a second language (965-5996). Operates the Ontario Student Leadership Centre which accepts secondary school students for leadership training courses (965-6410). The Student Guidance Information Service (965-9676) provides computerized career and institutional information to schools. The branch prepares guidance documents and Ontario Student Record material.

416-965-6343

**ENV, AIR RESOURCES BR** supplies base information for the development of the Ministry's policies and programs to achieve and maintain desirable air quality in Ontario. Sets air quality objectives and emission standards. Conducts environmental assessments such as studies on the effect of land use on air quality and air quality assessments for land use planning. Performs spot checks of vehicles for sale at used-car dealers to ensure compliance with auto emission control standards. Operates an air pollution index (965-9150) and alert system and produces air quality reports. Assesses immediate and long-term effects of contaminants on soils and vegetation and investigates vegetation damage claims. Conducts studies into technological developments, industrial trends and pollution problems, including hazardous agents and other emissions. Administers environmental research **grants**. Contact regional or district offices listed in the Appendix.

416-965-7048

**ENV, PESTICIDES ADVISORY COMMITTEE.** Annually reviews the Pesticides Act, its Regulations and government publications on pests and pesticides. The Ontario Government Bookstore (965-2054) has all government publications on pesticides. The Committee inquires into matters concerning pesticides and the control of pests. Classifies all pesticides previous to their marketing in Ontario. Maintains a library of pesticide containers. For pesticide vendors and exterminators licences contact Env Pollution Control Br Pesticides Control Section (965-2401). Advises the Ministry on environmental research **grants** and evaluates their results.

416-248-3739

**ENV, POLLUTION CONTROL BR DEVELOPMENT & RESEARCH GROUP** includes: an Applied Sciences Section (248-3044), a Wastewater Treatment Section, and a Water Technology Section. The group provides: liaison with academic and research groups, dissemination of technical information and findings, technical assistance to the Planning Sections, applied environmental research on pollution, wastewater treatment and drinking water quality. Also provides technical support regarding the application of new technology directly to municipalities and industry and to the public through regional and district offices (see Appendix for list). Provides **grants** for health related environmental research and other projects from Provincial Lottery funds; write to Pollution Control Br., Development & Research Group, Min. of the Environment, 135 St. Clair Ave. W., Toronto, M4V 1P5.

416-965-2401

**ENV, POLLUTION CONTROL BR PESTICIDES CONTROL** Section ensures safe and effective use of pesticides to control pollution. Issues licences for use and sale of pesticides (e.g. pest exterminators). Has publications on, and answers inquiries about, control of

household pests, insects, etc. In conjunction with municipalities provides **grants** for termite control. Contact regional or district offices listed in the Appendix.

416-965-7062

ENV, PROJECT COORDINATION BR manages and coordinates all aspects in the development and construction of ministry capital projects, e.g. water supply, sewage and pollution control facilities for municipalities. This includes design and equipment selection (965-3490). Upon approval of a project by the ministry, the branch arranges for design work and financial analysis, including details on **grants** available. Upon approval by the Ontario Municipal Board (OMB), tenders are called and contracts awarded by the ministry. The branch assists in initiation of ministerial orders defining specific public water and sewage service areas. Administers **grants** programs for certain sewage and water works to municipalities qualifying under the ministry's priority rating system and to small communities for upgrading private sewage or water systems. Contact regional or district offices listed in the Appendix.

416-636-8015

ENV, WASTE MANAGEMENT BR, WASTE UTILIZATION Section. The Waste Management Br coordinates programs concerned with the disposal of waste on land. Waste Utilization Section develops and implements a comprehensive waste management program including new procedures for resource recovery and recycling, especially for energy conservation. Operates full scale experimental plant for technology research and market development. Provides **grants** for selected technology demonstration projects. Promotes source separation projects (recovery of waste newspaper, glass and cans from residential garbage) in selected municipalities. See also Env Waste Management Br Waste Systems Planning.

416-423-4240

HEALTH, ONTARIO CANCER TREATMENT AND RESEARCH FOUNDATION conducts regional treatment centres where treatment of cancer by radiotherapy and chemotherapy is given to patients referred by their doctors. It is affiliated with and supports the Ontario Cancer Institute (incorporating the Princess Margaret Hospital in Toronto). Rehabilitation services are also provided for patients needing speech therapy or prosthetic devices. **Grants** are awarded for cancer research and medical graduates are encouraged to work on cancer treatment. Contact regional offices of the Ontario Cancer Treatment and Research Foundation.

416-920-7721

HEALTH, ONTARIO MENTAL HEALTH FOUNDATION provides **grants** for mental health research. The Ontario Mental Health Foundation supports specific projects, also predoctoral and postdoctoral students and postgraduate independent research.

416-965-5887

HEALTH, POLICY DEVELOPMENT & RESEARCH BR provides health research **grants** for the following purposes: to support applied and developmental health research mainly based at Health Sciences Complexes, including hospitals (principal areas that qualify are operational, epidemiological and developmental research projects involving training or service); to support innovations in the organization and delivery of health service including the evaluation of health care; and to attract individuals to priority health training programs. Also provides bursaries for post graduate studies in health related areas as approved by specific consultants in Program Advisory Br. Recognized health & research development organizations in Ontario may apply for the Provincial Lottery **grants** for health research by writing to: Director, Policy Development and Research Branch, Ministry of Health, 15 Overlea Blvd., Toronto M4H 1A9.

416-965-4058

HEALTH, PROGRAM ADVISORY BR, VD (venereal disease) clinics for the diagnosis and treatment of VD are located throughout the province. Provides advice to physicians re management of VD cases and educates public on all aspects of venereal disease. Contact municipal Public Health unit. In Metro Toronto call any time Tel. 965-3333. **Grants** are available for VD clinics administered by hospitals or local Boards of Health. See also other sections in Health Program Advisory Br described separately.

416-965-3352

HOUSING, COMMUNITY PLANNING ADVISORY BR provides community planning service and advice to municipalities, the development industry and the public. Administers a program of **grants** which provides financial aid to smaller municipalities (pop. 15,000 or less) for the development of locally oriented community planning programs. These include: preparing or updating official plans and zoning by-laws, assistance to regional, county or district governments in preparing land severance policies, funding preparation of required secondary plans, funding planning programs for unorganized territories, funding strategy plans for municipalities not included in a defined planning area. Municipalities must contact regional offices listed in the Appendix to apply for **grants**. Municipalities are responsible for designating mobile home parks by passing zoning by-laws under the Planning Act.

416-965-0193

HOUSING, MANAGEMENT PLANNING & EVALUATION BR, part of the Policy & Program Development Secretariat, ensures that the ministry has a comprehensive planning and evaluation system so that its resources are efficiently utilized. Coordinates development of multi-year plan, estimates and management-by-results statements. Maintains and analyzes information to accurately reflect present and future environment for the development of appropriate programs. Surveys & Statistical Analysis Section (965-7025) furnishes background data for policy development. Administers the municipal housing policy program which provides **grants** and technical analysis to municipalities for local housing policy statements.

416-965-2826

HOUSING ONTARIO HOME RENEWAL PROGRAM (OHRP) provides per capita **grants** to municipalities to administer directly as loans to owner-occupants whose adjusted annual family income is \$12,500 or less. The **grants** are for the repair of faulty structural and sanitary conditions and the upgrading of the plumbing, heating, insulation and electrical systems of the residences. Not all municipalities have applied to be part of the OHRP. Eligible residents can contact local municipality if OHRP **grants** are available. In unorganized territories the OHRP is administered through Ministry of Northern Affairs Offices. See also Housing Business Improvement Area, Housing Downtown Revitalization Program and Housing Main Street Revitalization Program for other programs of Housing Community Renewal Br.

416-965-5494

IND & TOUR, CONSULTATIVE SERVICES BR, **GRANTS** provides financial assistance to small business for projects which use new technology to develop new or improved products or processes through the Ontario Program for the Advancement of Industrial Technology (OPAIT). Stimulates greater awareness of industrial design and improved product design in small secondary manufacturing industries through the Product Design & Development Program (PDDP). Aids inventors or entrepreneurs to develop a prototype and to determine feasibility of manufacturing the product through the Program to Encourage Product & Process Innovation (PEPPI). Contact Queen's Park: 965-0410 (manufacturing programs),

965-5494 (marketing and financial programs) or regional offices listed in the Appendix (in Metro Toronto 491-7680). See also Ind & Tour Consultative Services Br Counselling.

416-965-7196

IND & TOUR, INDUSTRY BR, Industrial Development Section assists in the development of industrial technology by: evaluating new materials, products and processes through contact with manufacturing industry, associations and research institutions; providing a consultative service on technology to industry on a sector basis; introducing new technology to businessmen through Product Development and Productivity Seminars in Ontario and Technology Missions abroad; providing information and assistance on energy management and conservation, industrial research, industrial waste utilization and pollution control methods. Also provides assistance and information to encourage the film industry in Ontario. The Section assists in the review and preparation of applications for loans and **grants**, available from the Federal or Provincial Governments. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Product-Manufacturing Development, and Ind & Tour Industry Br Industrial Services.

416-965-9380

IND & TOUR, UNIVERSITY CONSULTING SERVICES under the Small Business Operations Division administers **grants** to Business Schools at Ontario universities for employment of their students in providing consultant services to small business during the summer vacation. Contact Queen's Park or regional offices listed in the Appendix (in Metro Toronto, 491-7680).

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which **grants** & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-8710

LABOUR, STANDARDS & PROGRAMS BR ADVISORY SERVICES provides an information service on occupational health and safety matters and publishes related material to assist with control of hazards in the workplace. Provides administrative support to Provincial Lottery Awards Committees which make available **grants** for occupational health and safety applied research and manpower training and development programs. For information on these **grants** write to this Branch and Ministry, 400 University Ave., Toronto M7A 1T7. See also Labour Standards & Programs Br for information on other activities of this branch.

416-965-6283

NAT RES, CONSERVATION AUTHORITIES BR encourages the conservation, development and utilization of water and related land resources by providing policy, funding assistance, management and planning direction to Conservation Authorities, autonomous bodies established under the Conservation Authorities Act. Provides **grants** to support resource management projects initiated and undertaken by the Authorities. These include water and land management programs (flood plain mapping, environmental assessments,

flood control works, such as dams, channel improvements and erosion control structures) and conservation and recreation land management programs (reforestation and woodlots management, wildlife management, outdoor recreation information and education).

416-965-2785

**NAT RES, FOREST RESOURCES BR** grows seedlings in provincial nurseries for the public and for Crown reforestation. Manages Crown forests to ensure regeneration, improve quality and growth and to protect them from wild fire, insects and disease. Takes inventory of forest base, controls harvesting and audits utilization in these Crown forests. Advises private landowners on tree planting, tending of woodlots and marketing timber. Provides private landowners with direct forestry assistance under the Woodlands Improvement Act. Provides **grants** to municipalities for land acquisition, the lands to be managed by the Ministry. Develops and tests new methods and equipment related to silviculture. Holds field days for public on growing Christmas trees, maple syrup production and forest management. Through a cooperative arrangement with the Min. of Intergov't Affairs pays **grants** to reduce property tax on managed forests.

416-965-0190

**NAT RES, ONTARIO GEOLOGICAL SURVEY** provides information on the geological and mineral resources of Ontario for development of policy on management of non-renewable resources, for land use planning and for exploration and development of Ontario's mineral wealth. Activities include geological, geophysical and geochemical surveys, mineral deposit studies, geochronology studies, development of new exploration techniques, presentation of classes & lectures on minerals. Analytical laboratory provides identification, chemical analyses and assays of mineral, rock and ore samples. The branch administers the Mineral Exploration Assistance Program to encourage approved mineral exploration in designated areas, and the geoscience research **grants** program to aid geoscience research at Ontario universities. Operates the Mining Library (965-1352). Published maps, reports, brochures, unpublished files & analytical services are used by the public, prospectors, mining companies, universities & government agencies. There are Regional Geologists in regional offices & Resident Geologists in Red Lake, Sioux Lookout, Kirkland Lake & Sudbury districts (see Appendix).

416-598-0200

**ONTARIO LEGAL AID PLAN (OLAP)** is operated by the Law Society of Upper Canada under authority of the Attorney General. The Ontario Legal Aid Act ensures that no one shall be denied the services of lawyers for lack of money. Every Ontario resident and in certain cases non-residents, may apply for legal aid. Qualification is based on need. Local Community & Social Services Office investigates applicant's finances & reports to the Legal Aid Area Director as to whether applicant pays nothing, a portion, or all costs of the legal aid applied for. The OLAP also administers **grants** to clinics providing legal services to the community and subsidizes the operation of student legal aid societies in six Ontario law schools. For general information on OLAP call 361-0766; to apply for legal aid in the Judicial District of York call 598-0200. Elsewhere consult local telephone directory.

416-965-8470

**REVENUE, SMALL BUSINESS DEVELOPMENT PROGRAM.** When proclaimed the Small Business Development Corporations Act (SBDC), 1979 will allow Ontario residents to establish SBDCs to direct investment funds and provide managerial assistance to qualifying small businesses. Ontario resident investors in new equity shares of SBDC shares will receive a grant. Corporations who invest in new issues of SBDC equity shares will receive a credit against the Ontario corporate income tax. **Grants** or credit will equal 30% of amount

paid for the shares. For further information call 965-8470 in Metro Toronto. Outside Metro Toronto dial direct (toll-free) 1-800-268-7121 except residents in area code 807 who should ask Operator for Zenith 8-2000 (toll-free).

416-965-3281

**SOL GEN, ONTARIO POLICE COMMISSION TECHNICAL SERVICES BR** provides technological support and advice for all accredited police forces in Ontario. Program Development Section is involved in Computer Assisted Dispatch & Records Entry (CADRE), Canadian Police Information Centre (CPIC) network management, computer systems for police and digital communications technology. Communications Services assists in upgrading voice communications facilities for Integrated Radio Services Program (IRSP). Administers **grants** to police forces of municipalities for new radio systems under this program. Operational Support Services assists forces in operation of support systems such as Canadian Police Information Centre (CPIC).

416-965-3505

**TREAS ECON, INTERGOVERNMENTAL FINANCE & GRANTS POLICY BR** coordinates provincial policy on transfer payments to local sector. Advises Cabinet on proposed changes to existing provincial-municipal **grants** structure, including deconditionalizing of various specific **grants**. Develops budget options for assistance to municipalities and monitors Ontario's revenue sharing commitment. Advises Treasurer and Cabinet on options for and administers all unconditional grants, valued at over \$480 million in 1979. Reviews and coordinates provincial policy in federal-provincial shared-cost programs, and federal-provincial equalization formula. Provides assistance to other provincial ministries in negotiations with federal government.

416-965-1671

**TREAS ECON, MUNICIPAL FINANCE BR** analyzes and evaluates the financial performance of Ontario's local governments; develops budget options for local sector finance; publishes annual report on Ontario local government finance; maintains a municipal finance data system, a mill rate summary, and a register of provincial **grants** to local sectors. Develops and implements a system of real property taxation in Ontario; studies and proposes amendments to legislation concerning municipal finance; assists in administration of the transitional and special transfer payments made under the Unconditional Grants Act; administers loans programs (965-2451) of the Ontario Municipal Improvement Corporation (OMIC), Ontario Education Capital Aid Corporation (OECAC) and Ontario Universities Capital Aid Corporation (OUCAC).

## GRAVEL

Gravel, see Sand

## GREAT LAKES

416-965-6967

**ENV, POLLUTION CONTROL BR MUNICIPAL AND PRIVATE** Section deals with municipal and private sewage and municipal water supply. Provides liaison with federal agencies including coordination of federal grants to municipalities for sewage and water works. Deals with regulations and standards for pollution control relating to septic tanks, boating (pleasure craft), marinas, ice huts and municipal sewage treatment plants. Specific activities include phosphorous removal at all municipal sewage treatment plants (to safeguard **Great Lakes** water quality), urban drainage management and sewage sludge use on farm land. Also is involved with policies dealing with the provision of safe drinking water. Contact regional or district offices listed in the Appendix. Inspection and approval of septic tanks is

done by county or regional health units under agreement with the Crown (except in areas where no agreement is in effect, e.g., Muskoka, Parry Sound, North Bay & Ottawa-Carleton where this service is done by Ministry's regional or district offices).

416-965-6954

ENV, WATER RESOURCES BR PLANNING and Coordination Section coordinates and maintains water resources policy and guidelines. Plans and coordinates water resources surveys and river basins water management studies. To achieve desirable water quality in the **Great Lakes**, coordinates Great Lakes survey programs so that pollution abatement and remedial measures are determined. Also answers inquiries on mercury levels in fish. Contact regional or district offices listed in the Appendix.

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to **Great Lakes** high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

## GREENHOUSE

416-965-7661

AG & FOOD, RURAL DEVELOPMENT BR administers federal-provincial programs for farm and rural development including the Agricultural and Rural Development Agreement (ARDA) and General Development Agreement (GDA) subsidiaries. Manages programs which make available to farmers guaranteed bank loans, and the Industrial Milk Production Incentive, Labrusca Grape Conversion, **Greenhouse** Growers Storm Damage Assistance and Ontario Young Farmers Credit programs. Administers the Ontario Junior Farmer Establishment Loan Corporation. Contact Ministry's county or district office listed in the Appendix.

416-965-1081

AG & FOOD, SOILS AND CROPS BR provides information at local offices throughout the province on the commercial production of field and horticultural crops (e.g. **greenhouse** vegetables and ornamental plants, mushrooms). Information is available to commercial growers on restrictions in use of pesticides. Responsible for administration of the Weed Control Act through municipally-appointed inspectors. Complaints should be directed to the municipality. Inquiries on non-commercial (e.g. household and urban) growing should be referred to the Agricultural & Horticultural Societies Br at 965-1091. Contact Ministry's county or district office listed in the Appendix.

## GROUND WATER

416-965-2105

ENV, WATER RESOURCES BR HYDROLOGY & Monitoring Section coordinates water quality and quantity programs related to lakes and other inland waters. Provides geotechnical support for ministry hydrogeological and **ground water** development and protection programs. Issues licences to contractors of water wells and participates in policy making and

application of the water taking permit program. Contact regional or district offices listed in the Appendix.

416-965-4590

ENV, WATER RESOURCES BR WATER MODELLING SECTION develops, adapts and applies mathematical models and analytical methods to represent and predict the response of lakes, streams, and **ground water** to waste inputs, withdrawals, pollution control measures, land-use practices and climatic conditions in order to aid development of water management policy and assess effects on environment. Conducts studies in representative areas to develop and test models. Contact regional or district offices listed in the Appendix.

## GROUP HOMES

Adult Group Homes for physically handicapped adults are either long-term or medium range transitional living accommodation with staff support services to enable the adult to carry out the activities of daily living. These are funded under The Charitable Institutions Act. A Group Home for children is a single housekeeping unit in a residential dwelling in which residents live as a family under responsible supervision consistent with the requirements of its residents. The home is licensed or approved under Provincial Statute in compliance with municipal by-laws.

416-965-2376

COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION (Social Services) aims to develop or restore the work capacity of the physically or mentally handicapped. Assesses handicapped person's abilities & limitations, counsels the person through the rehabilitation process, assists in gaining employment and provides restorative assistance (e.g. prosthetics) needed to restore useful physical functioning. Shares with municipalities work activity project costs (to enable handicapped to be self-sufficient). Provides capital & operating grants to rehabilitation workshops & operating grants & debt retirement (e.g., payment of mortgages) assistance to half-way houses & **group homes** for the physically & mentally handicapped & former inmates, etc. & for some centres for alcoholics & drug addicts. Contact regional, area & local offices (see Appendix). In Metro Toronto contact the Area Office, 965-9943 or Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

COMM SOC, CHILDREN'S SERV DIV, INSTITUTIONS. Under The Children's Institutions Act and The Charitable Institutions Act, the Division may provide charitable organizations and social agencies with capital and operating grants and subsidies, and supervision and consultation to homes for children and youth (juveniles) whose parents are facing family crises, who are emotionally disturbed, delinquent or who abuse the use of drugs, or who need help to live independently in the community; and for homes for unmarried mothers. Under the Children's Residential Services Act establishes standards in all children's residential care programs and issues licences to individuals or groups operating **group homes** for three or more children. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

## GROUP OF SEVEN

416-893-1121

CULT & REC, McMICHAEL CANADIAN COLLECTION, an art gallery in a beautiful setting in Kleinberg has an extensive collection of the works of Canadian artists including Tom Thompson, Emily Carr, David Milne, Clarence Gagnon, J. W. Morrice and the **Group Of Seven**. Original **Group of Seven** members were A. Y. Jackson, Lawren Harris, J. E. H. MacDonald, Franklin Carmichael, Arthur Lismer, Frederick H. Varley, Frank H. Johnston.

A. J. Casson, Edwin Holgate and LeMoine FitzGerald joined later. Also included are works of art by native peoples. The collection is open every afternoon except Monday. All mornings and all day Monday are reserved for school tours by appointment.

### **GUARANTEED ANNUAL INCOME SYSTEM**

**COMM SOC, ADULT SERV DIV, FAMILY BENEFITS PROGRAM** (Income Maintenance) provides financial assistance to persons who are in need for a prolonged period of time. It is intended for mothers raising children alone, the disabled, the blind, permanently unemployable fathers or single persons, foster children and qualified elderly women over 60. If need is shown a monthly allowance and other benefits (health insurance, prescribed drugs, dental care, eyeglasses, hearing aids) are provided. The allowance for the disabled and the blind is also known as **GAINS-D (Guaranteed Annual Income System, Disabled)**. To apply for family benefits contact ministry's Area and Local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South West, 763-3631; South East, 362-6111.

416-965-2363

**COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD** holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, **Guaranteed Annual Income System** or **GAINS-A** (income supplement for senior citizens) and **GAINS-D** (income supplement for the blind and disabled), Family Benefits (financial allowances for single mothers, the blind and disabled, permanently unemployable fathers, foster children, severely handicapped children).

416-965-8470

**REVENUE, GUARANTEED ANNUAL INCOME SYSTEM (GAINS-A)** Program was introduced in July, 1974 to provide a basic income for qualifying residents age 65 and over. A multilingual information service on the **GAINS-A** program for senior citizens can be reached by calling 965-8470 in Metro Toronto. Outside Metro Toronto dial direct (toll-free) 1-800-268-7121 except residents in area code 807 who should ask Operator for Zenith 8-2000 (toll-free).

### **GUNS**

Guns, see Firearms

### **HAIRDRESSER**

Hairdresser (certification), see Coll Univ Industrial Training Br Trades.

### **HALF BACK**

416-965-7690

**CULT & REC, CULTURAL INDUSTRIES BR** provides liaison with various levels of government and the film industry, recording industry, book publishing and periodicals industries. Does not give grants; emphasizes policy development. Accepts applications from established book publishers for guaranteed loans and interest subsidies. Manages Ontario **Half Back** program which allows non-winning Wintario tickets to be used for discounts on purchase of Canadian records or on admission to Canadian films (May to September, 1979). The **Half Back** program on the purchase of Canadian books or magazine subscriptions was in operation from January 19 to April 12, 1978.

## HALF-WAY HOUSES

Half-way houses are rehabilitative residential facilities for adults with problems of alcoholism, for adult ex-offenders and for socially disadvantaged adults. Funding is under The Charitable Institutions Act.

416-965-2376

COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION (Social Services) aims to develop or restore the work capacity of the physically or mentally handicapped. Assesses handicapped person's abilities & limitations, counsels the person through the rehabilitation process, assists in gaining employment and provides restorative assistance (e.g. prosthetics) needed to restore useful physical functioning. Shares with municipalities work activity project costs (to enable handicapped to be self-sufficient). Provides capital & operating grants to rehabilitation workshops & operating grants & debt retirement (e.g., payment of mortgages) assistance to **half-way houses** & group homes for the physically & mentally handicapped & former inmates, etc. & for some centres for alcoholics & drug addicts. Contact regional, area & local offices (see Appendix). In Metro Toronto contact the Area Office, 965-9943 or Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

## HANDICAPPED

Handicapped, see also Retarded, Disabled, Disability.

416-965-9537

ADVISORY COUNCIL ON THE PHYSICALLY HANDICAPPED consists of a chairman and twenty members appointed by Order in Council. Council advises the government on matters pertaining to the well-being of physically **handicapped** persons in Ontario. Promotes the development and creation of opportunities for self-help. Reviews current relevant policies involving education, employment, rehabilitation, income maintenance, health measures, programs on housing, transportation, recreation, guardianship and other related services. Council meets monthly. Reports to Legislature through the Provincial Secretary for Social Development.

416-965-6081

CIV SERV, RECRUITMENT BR, STAFFING SERVICES Section (Main floor, Frost Bldg. S., Queen's Park) provides staffing or recruitment services for the ministries, agencies, boards & commissions of the Ontario Public Service and an employment service to the public. Services to ministries include advice on Personnel Administrator hirings, advice and help in special staffing situations involving employment of the **handicapped**, placement of surplus employees of the Ontario Public Service and those returning to work from extended sick leave (Long Term Income Protection) and advice on special education or work programs. Also maintains a Central Human Resources Inventory (CHRI), a file of qualified job applicants for use by ministries to fill vacancies. Services to the public include employment information and advice (those qualified are placed on the CHRI) and the provision of job information to secondary and post-secondary schools. See also other sections under Civ Serv Recruitment Br.

COMM SOC, ADULT SERV DIV, CONSULTANTS. The Senior Consultant on the Handicapped (965-6299) advises the Ministry on programs and services for the **handicapped** and the disabled; maintains liaison with major agencies, municipalities, other ministries and levels of government on related matters; conducts special investigations, assignments and research on the **handicapped**. The Senior Consultant on Gerontology (965-5106) performs similar function in the area of programs and services for senior citizens. Conducts Long Term

Study on Aging. Contact regional and area offices for information on programs and services (see list in the Appendix).

COMM SOC, ADULT SERV DIV, HANDICAPPED CHILDREN'S PROGRAM (Income Maintenance) provides a special allowance of up to \$150 per month to eligible families caring for severely **handicapped** children in their own homes. Contact Area Offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-965-2376

COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION (Social Services) aims to develop or restore the work capacity of the physically or mentally **handicapped**. Assesses **handicapped** person's abilities & limitations, counsels the person through the rehabilitation process, assists in gaining employment and provides restorative assistance (e.g. prosthetics) needed to restore useful physical functioning. Shares with municipalities work activity project costs (to enable **handicapped** to be self-sufficient). Provides capital & operating grants to rehabilitation workshops & operating grants & debt retirement (e.g., payment of mortgages) assistance to half-way houses & group homes for the physically & mentally **handicapped** & former inmates, etc. & for some centres for alcoholics & drug addicts. Contact regional, area & local offices (see Appendix). In Metro Toronto contact the Area Office, 965-9943 or Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

COMM SOC, CHILDREN'S SERV DIV, DAY NURSERIES PROGRAM supervises and issues licences to nursery schools, day care centres and private home day care agencies. Provides information and consultation to provincial associations and groups regarding development of programs, staffing and legislation, and special day care programs (e.g. for native peoples, **handicapped**, etc.). Provides financial assistance to municipalities, approved groups who are incorporated and Indian Band Councils to establish day nurseries and to municipalities to provide financial assistance to eligible individuals seeking day care. Maintains statistics on day nurseries. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-965-6231

COMM SOC, MENTAL RETARDATION FACILITY SERVICES DIVISION directly operates 17 provincial facilities (Schedule I) and funds 10 facilities (Schedule II) operated by Community Boards of Directors for mentally retarded and multiply **handicapped** children and adults. Issues licences to approved homes which operate under the supervision of above government facilities. Four Regional Administrators manage and direct a comprehensive system of facilities services in a specific region as well as representing this Division in regional discussions about planning, development and implementation of provincial policies and programs. The Mental Retardation Consulting Services Br (965-6237) provides administrative, professional and service-oriented consulting services to Schedule I & II facilities; ensures provision of diagnostic and assessment services for the mentally retarded in board-operated Diagnostic & Assessment Centres. Contact Regional Administrators and Schedule I facilities listed in the Appendix.

416-965-2363

COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or GAINS-A (income supplement for senior citizens) and GAINS-D (income supplement for the blind and

disabled), Family Benefits (financial allowances for single mothers, the blind and disabled, permanently unemployable fathers, foster children, severely **handicapped** children).

416-965-2663

EDUC, SPECIAL EDUCATION BR advises Minister on program policy regarding the education of exceptional students in elementary and secondary schools and schools for trainable retarded; provides liaison with professional and parent groups and government agencies regarding programs for exceptional students. Provides counselling, resources and guidelines to school boards for special education programs operated by local school systems, and to faculties of education which offer courses in special education. Operates residential school programs in schools for the blind and deaf; in developmental centre schools for the retarded, developmentally **handicapped** or emotionally disturbed; in training centres for juveniles and for children with severe learning disabilities. Operates a teacher education centre in Belleville for teachers of the deaf. These residential schools also serve as resource centres for local school boards establishing local day school programs for exceptional students (965-9222).

416-965-2321

LABOUR, HANDICAPPED EMPLOYMENT PROGRAM under the Program Analysis and Implementation Division works to improve private sector employment opportunities for the physically **handicapped** through affirmative action with employers and the encouragement of self-employment. Provides a link between employers, trade unions, **handicapped** persons and special interest groups, voluntary programs, social agencies, and related government programs. Provides a clearing house for information relating to employment of the physically **handicapped**, engages in public education to overcome barriers to equal opportunity and advises **handicapped** persons seeking employment or promotion. Advises government on policy and legislation affecting employment of the **handicapped**.

## HANSARD

416-965-1456

LEGISLATIVE ASSEMBLY, HANSARD Reporting Service covers all sittings of the Legislature of Ontario and selected committees and publishes an Official Report (**Hansard**) Index information on **Hansard** for the current session of the Legislature can be obtained by calling 965-2159. The final printed **Hansard** is distributed to each Member of Provincial Parliament (MPP) and is available from the Ontario Government Bookstore, 880 Bay St., Toronto, telephone 965-2054, and in most libraries. For subscriptions contact Sessional Subscription, Print Procurement Service, Min. of Government Services, 9th floor, Ferguson Block, Queen's Park (965-2238).

## HAZARDOUS AGENTS

416-965-6343

ENV, AIR RESOURCES BR supplies base information for the development of the Ministry's policies and programs to achieve and maintain desirable air quality in Ontario. Sets air quality objectives and emission standards. Conducts environmental assessments such as studies on the effect of land use on air quality and air quality assessments for land use planning. Performs spot checks of vehicles for sale at used-car dealers to ensure compliance with auto emission control standards. Operates an air pollution index (965-9150) and alert system and produces air quality reports. Assesses immediate and long-term effects of contaminants on soils and vegetation and investigates vegetation damage claims. Conducts studies into technological developments, industrial trends and pollution problems, including

**hazardous agents** and other emissions. Administers environmental research grants. Contact regional or district offices listed in the Appendix.

416-248-3058

ENV, WATER RESOURCES BR LIMNOLOGY and Toxicity Section does studies on relationships between aquatic organisms and the water environment (e.g. problem weed species, aquatic weed harvesting). Limnology Unit monitors water quality in recreational lakes and assesses and develops lake restoration methods. The Toxicity Section provides data on lethal effects of waste from industry, pesticides and other contaminants or **hazardous agents** on fish and other aquatic organisms (e.g. mercury levels). Contact regional or district offices listed in the Appendix.

416-965-3211

LABOUR, OCCUPATIONAL HEALTH BR provides a consulting service in occupational health to ministries and to industry. Occupational Health Medical Service (965-3610) provides consultation on medical & nursing services to those who provide in-plant health care facilities & a healthful working environment for employees. Occupational Health Engineering Serv. (965-4066) provides consultation to operating branches of the Occupational Health & Safety Division & to industry; visits plants & sites to identify & assess health hazards from exposure to chemical, physical & biological agents and to recommend control measures. Industrial Chest Disease Serv. (965-4075) deals with identification & prevention of respiratory diseases from occupational exposure to **hazardous agents**. Occupational Health Laboratory Serv. (965-7925) performs chemical analyses of biological specimens, air samples, industrial materials.

LABOUR, SPECIAL STUDIES & SERVICES BR. Health Studies Service (965-6375) conducts occupational health studies and provides consultative services on the effects of occupational and environmental exposure to chemical or other **hazardous agents** on human health. Safety Studies Service (965-6111) conducts studies in occupational safety and maintains contact with organizations involved in accident prevention. Radiation Protection Service (965-8178) directs a program to protect employees and the public from harmful effects of radiation including industrial X-Rays, radioactive materials, microwaves, lasers. Radiation Protection Laboratory (965-2201) analyzes radioactive materials. Develops monitoring techniques and equipment for identification of radioactive sources. The Branch also deals with contingencies related to nuclear power generating stations and heavy water plants.

416-965-8710

LABOUR, STANDARDS & PROGRAMS BR identifies need for occupational health and safety programs; supports their development, implementation and evaluation. The branch has four groups. Program Analysis & Evaluation (965-8710) coordinates identification of short and long-term goals, definition of objectives, program planning and evaluation. Maintains occupational health and safety data, i.e. illnesses and injuries. Hazard Identification & Programming (965-8710) coordinates identification and assessment of **hazardous agents** in the workplace. Coordinates preparation of data sheets, guidelines and regulations. Industry Sector Programming (965-8510) identifies occupational health and safety priorities by industry sector and coordinates development of hazards control programs by sector (e.g., construction industry, logging industry, mining). Coordinates development of training programs for Occupational Health and Safety Division staff. See also Labour Standards & Programs Br Advisory Services for functions of the branch's fourth group.

**HAZARDS**

Hazards, see Safety.

**HEALTH**

Health, Ministry of, see HEALTH Branch Name. See also Mental Health, Occupational Health, Public Health, Ontario Health Insurance Plan

**HEALTH ADDICTION RESEARCH FOUNDATION**

416-595-6100

HEALTH, ADDICTION RESEARCH FOUNDATION (ARF) conducts research and demonstration treatment, provides educational and consultative services, and publishes material in the field of alcohol and drug addiction. Information is available about various social services for people concerned with psychoactive drugs including alcohol. The library of the Addiction Research Foundation has an extensive collection of research reports, books and audio-visual material and is open to the public (Tel. 595-6144). Inpatient and outpatient treatment for alcoholics and drug addicts and abusers is available through the Clinical Institute (595-6021), an 80-bed research and teaching hospital affiliated with University of Toronto. Regional ARF offices assist communities in the development of preventive and treatment services.

**HEALTH AMBULANCE SERVICES BR**

416-965-8034

HEALTH, AMBULANCE SERVICES BR is responsible for issuing licences to and inspecting ambulance services in Ontario. Dispenses funds to, and generally monitors, these services. Operates a training program for volunteer & part-time driver/attendants, and is responsible for central examination of graduates of the Ambulance & Emergency Care program in community colleges. Provides Ontario Health Insurance Plan approval and guidance regarding air and out-of-province transfers. Coordination of air ambulance transfers is handled through York South Ambulance Service. Operates the Ontario Ambulance Services Information System. Six Regional Coordinators (see Appendix for list) perform decentralized planning & coordinating functions. The Branch does not accept requests for emergency ambulance service. If emergency ambulance service is required, consult inside cover of local telephone book or dial 'O' for operator and ask for Zenith 90,000.

**HEALTH AUDIT BR**

416-965-4338

HEALTH, AUDIT BR is responsible for the ministry's audit function. For a description of the function, see first entry under Audit.

**HEALTH COMMUNICATIONS BR**

416-965-3101

HEALTH, COMMUNICATIONS BR provides information service, health education materials and health education programs for the Ministry of Health. For a description of activities, see first entry under Information Service.

**HEALTH COMMUNITY HEALTH SERVICES DISTRICT HEALTH**

416-965-8059

HEALTH, COMMUNITY HEALTH SERVICES DISTRICT HEALTH COUNCIL PROGRAM. Coordinators develop and promote District Health Councils which serve as

local health planning bodies, coordinating and consolidating health services and planning new programs for their areas. Volunteers representing a cross-section of the Ontario Population are nominated to the councils at the local level and recommended for appointment by the Minister of Health. The five Area Planning Coordinators act as prime Ministry contacts for health planning and coordination of Ministry plans and operations on an area basis.

## **HEALTH COUNCILS**

Health Councils, see District Health Councils

## **HEALTH DATA DEVELOPMENT AND EVALUATION BR**

416-965-8163

HEALTH, DATA DEVELOPMENT AND EVALUATION BR is responsible to all levels of the health care sector engaged in the planning and evaluation process for the identification, interpretation and provision in an aggregate form, of health and socio-economic information in areas such as health care utilization, monitoring of health care payment systems, regional distribution of health care services, and health care statistics related to hospitals and other medical and health care institutions.

## **HEALTH DRUGS & THERAPEUTICS**

416-965-6685

HEALTH, DRUGS & THERAPEUTICS, Health Programs Division is responsible for quality assurance of Ontario's Drug Benefit and PARCOST (Prescriptions At A Reasonable Cost) programs. Selects and assesses drugs listed in the Drug Benefit Formulary & PARCOST Comparative Drug Index for safety, quality and therapeutic value. Drugs listed in this publication also serve as the list of benefits for Ontario Drug Benefit. Advises the Ministry of Health, Ontario government and institutions, professional groups, pharmaceutical industry and the general public on matters which relate to pharmaceuticals, pharmacology, therapeutics, and the practice of pharmacy. Sets standards of quality and cost/benefit for pharmaceuticals in nursing homes, Homes for the Aged, hospitals and government institutions. See also Health PARCOST Program.

## **HEALTH ENROLMENT BRANCH**

416-482-1111

HEALTH, ENROLMENT BRANCH enrolls all persons eligible for the Ontario Health Insurance Plan (OHIP); maintains records and answers all questions regarding enrolment and insured status. Immigrants receive health insurance coverage from date of application provided they apply within 90 days of landing in Ontario. Reviews eligibility for insured services. Administers program relating to: OHIP premium assistance based on taxable income and OHIP premium exemption based on age. Senior citizens 65 years of age or over who have resided in Ontario for the 12 months preceding application are eligible. Spouses of eligible senior citizens are also covered by premium exemption. Also provides service to employers in administration of their insured groups. Contact district offices listed in the Appendix (in Toronto, 482-1111).

## **HEALTH FINANCE AND ACCOUNTING BR**

416-965-5053

HEALTH, FINANCE AND ACCOUNTING BR provides financial information to management; establishes the Ministry's accounting policies; manages its payment systems and effects collection and refund of Ontario Health Insurance Plan premiums and other

ministry revenue. Payment systems encompass payments to hospitals and related facilities, payments to physicians, practitioners and subscribers for care provided under the Health Insurance Act, payments for suppliers' goods and services, salaries and payments under special programs such as Homes for Special Care and Extended Health Care programs (965-1505) as well as the Ontario Drug Benefit Program (965-9337). For a description of accounting function see first entry under Accounting.

**HEALTH FISCAL RESOURCES BR**

416-965-5415

**HEALTH FISCAL RESOURCES BR** coordinates preparation of the Ministry's Operational Plans, Estimates, Management-By-Results and financial reports. Coordinates budgetary control and provides financial consulting services to assist Ministry program managers. Administers the Ministry funding and monitors the expenditures of hospitals and related facilities. These include public, private and psychiatric hospitals, home care, nursing homes, ambulance services, local health agencies, crippled children's treatment centres, etc.

**HEALTH HAZARDS**

Health Hazards in the workplace, see Occupational Health.

**HEALTH HEALTH BOARDS SECRETARIAT**

416-965-7285

**HEALTH, HEALTH BOARDS SECRETARIAT** has two main functions: provides administrative support for the review/appeal boards established in legislation under the Minister's jurisdiction; provides liaison with the Governing Board Of Denture Therapists. Under the Health Disciplines Act, the Health Disciplines Board of Ontario will hear appeals from the public and the health professions who believe that their complaints to the colleges (governing bodies) were not satisfactorily dealt with by the individual colleges for physicians, dentists, optometrists, pharmacists and nursing.

**HEALTH HEALTH EDUCATION PROMOTION UNIT**

416-965-5811

**HEALTH, HEALTH EDUCATION, PROMOTION UNIT** develops strategies and methods for the Ministry in the area of health education and health promotion. Plans, proposals, programs, projects and recommendations are developed to promote the best individual and collective levels of health in Ontario. The Unit also maintains contact with other organizations such as all levels of government involved in health promotion, district health councils, local official health agencies, professional health organizations, and voluntary health organizations involved with health promotion, to avoid duplication and to reinforce any deserving efforts undertaken in the field.

**HEALTH HOMES FOR SPECIAL CARE PROGRAM**

416-965-5081

**HEALTH, HOMES FOR SPECIAL CARE PROGRAM**, Psychiatric Hospitals Branch, issues licences to and inspects Homes for Special Care which provide nursing home and residential home care for former patients of Ontario psychiatric hospitals and centres for the mentally retarded. Contact local psychiatric hospital.

**HEALTH HUMAN RESOURCES BR**

416-965-5077

HEALTH, HUMAN RESOURCES BR performs the personnel functions for the Ministry of Health. For a description of branch activities, see first entry under Personnel. The Branch is also a resource to the general health sector in labour relations, compensation and management development.

**HEALTH INSPECTION BR LABORATORY**

416-965-4063

HEALTH, INSPECTION BR LABORATORY LICENSING Service issues licences to and inspects medical laboratories to ensure development and maintenance of high standards of medical laboratory services and to encourage most economical use of available resources. Private and hospital laboratories are inspected annually, or as necessary, and facts on all aspects of laboratory operation are gathered. Also issues licences to specimen collection centres (bleeding stations).

**HEALTH INSPECTION BR NURSING HOME**

416-965-5081

HEALTH, INSPECTION BR NURSING HOME INSPECTION Services issues licences to, inspects and investigates complaints about nursing homes. Inspection involves quality and quantity of nursing and personal care provided, adequacy of fire and general safety equipment, sanitation. Approves construction plans for new homes. Most nursing home residents are eligible for Extended Health Care (EHC) benefits under the Ontario Health Insurance Plan (OHIP). For Nursing Homes licences, inspection and complaints, contact head office or regional offices listed in the Appendix (in Toronto, 965-4690).

**HEALTH INSPECTION BR X-RAY**

416-965-4061

HEALTH, INSPECTION BR X-RAY INSPECTION Service administers the regulation respecting X-Ray safety by registering owners of equipment designed to produce X-Rays used in the practice of medicine, approving plans for permanent locations and inspecting them. Provisions of this regulation apply only to the healing arts.

**HEALTH INSTITUTIONAL OPERATIONS BR**

416-965-8161

HEALTH, INSTITUTIONAL OPERATIONS BR develops and evaluates guidelines for the effective and efficient operation of hospitals and other health care institutions in order to equitably distribute finite amount of operating funds available for such institutions. Also provides consultative and advisory services when necessary.

**HEALTH INSTITUTIONAL PLANNING BR**

416-965-8015

HEALTH, INSTITUTIONAL PLANNING BR reviews and approves plans for construction and renovation of hospitals. Administers capital financial assistance of approved projects and conducts research on development of efficient and economical facilities. For information on hospital statistics, contact Health Data Development and Evaluation Branch Tel. 965-8163.

**HEALTH INSURANCE**

Health Insurance, see Ontario Health Insurance Plan

**HEALTH INSURANCE CLAIMS BR**

416-965-5700

HEALTH, INSURANCE CLAIMS BR processes insurance claims under the Ontario Health Insurance Plan (OHIP). Administers district offices which answer questions about enrolment in OHIP, premium payments, claims payments and Extended Health Care benefits. Appeals concerning Extended Health Care benefits in nursing homes are handled by the Medical Eligibility Committee (965-3294). Contact district offices listed in the Appendix (in Toronto, 482-1111).

**HEALTH LABORATORY SERVICES BR**

416-248-3196

HEALTH, LABORATORY SERVICES BR has laboratories throughout the province which perform tests to assist in diagnosis, prevention and treatment of disease. Serves doctors, hospitals, other ministries, and analyzes drinking water for the general public. For drinking water specimen mailing kits call local public health laboratory, (see Appendix for list; in Toronto: 248-3171).

**HEALTH LEGAL BR**

416-965-2477

HEALTH, LEGAL BR provides legal services for the Ministry of Health. For a description of branch activities, see first entry under Legal Services.

**HEALTH MANAGEMENT SYSTEMS BRANCH**

416-965-8019

HEALTH, MANAGEMENT SYSTEMS BRANCH advises the Ministry and related agencies on all aspects of automatic data processing services. Provides systems development and maintenance, consulting, data entry and data control services for the Ministry. Assists in acquiring related services of central agencies in government or procuring management consulting and systems development services and computer and data entry services and equipment elsewhere. Identifies opportunities for systems improvement, and coordinates the definition, development and implementation of an Information System considering security and confidentiality safeguards. Develops policy to guide the effective use of computers, and computer applications in hospitals.

**HEALTH MANPOWER PLANNING**

416-965-5021

HEALTH, MANPOWER PLANNING Section under the Policy Development and Research Branch assembles and provides information on supply and requirements for health manpower (physicians, nursing & allied health professionals, etc.) and prepares policy studies for Ministry review. Advises Canada Employment & Immigration Commission on requests for immigration approvals for physicians. As of July 1, 1978, administers clinical education budgets for support of medical and allied health interns, residents and teachers in health science centres and hospitals funded by the Ministry. The section serves the Ministries of Health, Education, and the Ontario Council of Health.

**HEALTH ONTARIO CANCER TREATMENT**

416-423-4240

HEALTH, ONTARIO CANCER TREATMENT AND RESEARCH FOUNDATION conducts regional treatment centres where treatment of cancer by radiotherapy and chemotherapy is given to patients referred by their doctors. It is affiliated with and supports the Ontario Cancer Institute (incorporating the Princess Margaret Hospital in Toronto). Rehabil-

itation services are also provided for patients needing speech therapy or prosthetic devices. Grants are awarded for cancer research and medical graduates are encouraged to work on cancer treatment. Contact regional offices of the Ontario Cancer Treatment and Research Foundation.

## **HEALTH ONTARIO COUNCIL OF HEALTH**

416-965-5031

HEALTH, ONTARIO COUNCIL OF HEALTH advises the Minister of Health on health care matters. Studies questions affecting health services, research and manpower. Also makes recommendations about other studies not done by the Council.

## **HEALTH ONTARIO DRUG BENEFIT (ELIGIBILITY)**

416-965-9337

HEALTH, ONTARIO DRUG BENEFIT (ELIGIBILITY). Selected prescribed drugs are provided free to senior citizens (65 or older) who receive Old Age Security (OAS) or who have resided in Ontario for the past 12 months and are Canadian citizens or landed immigrants; to recipients of Family Benefits (FBA), General Welfare (GWA) and vocational rehabilitation assistance and Homes for Special Care and Extended Health Care benefits. The numbered Ontario Senior Citizens' Privilege Card entitles eligible patients to drug benefit. Federal OAS pensioners automatically get this card; those over 65 who are not OAS pensioners must apply. Forms available at most pharmacies or write: Ministry of Health, Drug Benefit, Box 21000, Station A, Toronto M5W 1Y5. FBA (includes the blind and disabled), GWA and other recipients are issued monthly cards. Drugs must be listed in the Drug Benefit Formulary (for quality and cost control), prescribed by a doctor or a dentist and obtained in Ontario.

## **HEALTH ONTARIO DRUG BENEFIT UNIT**

416-965-9451

HEALTH, ONTARIO DRUG BENEFIT UNIT, Health Insurance Division is responsible for program management of Ontario's Drug Benefit program. Publishes and distributes the Ontario Drug Benefit Formulary and PARCOST Comparative Drug Index, a prescribing guide for doctors and dispensing aid for pharmacists. When prescribed by an Ontario doctor or dentist, drugs in the Formulary are available free to Drug Benefit recipients. Advises the Ministry, government agencies and institutions, professional groups, the pharmaceutical industry and public on all matters related to Ontario Drug Benefit and provides liaison re pharmaceutical services in nursing homes, Homes for the Aged, hospitals, government institutions.

## **HEALTH ONTARIO MENTAL HEALTH FOUNDATION**

416-920-7721

HEALTH, ONTARIO MENTAL HEALTH FOUNDATION provides grants for mental health research. The Ontario Mental Health Foundation supports specific projects, also predoctoral and postdoctoral students and postgraduate independent research.

## **HEALTH PARCOST PROGRAM**

416-965-6685

HEALTH, PARCOST (Prescriptions At A Reasonable Cost) PROGRAM is administered by Drugs and Therapeutics, Health Programs Division. Pharmacists who voluntarily participate in PARCOST agree to dispense prescriptions at no more than the cost of the drugs listed in the PARCOST Comparative Drug Index Drug Benefit Formulary plus a professional

dispensing fee which is negotiated with the Ontario Government. Drugs listed are assessed by the Drugs and Therapeutics Program for safety, quality and therapeutic value. This same publication also serves as the list of drugs which are provided as benefits under Ontario Drug Benefit.

## **HEALTH POLICY DEVELOPMENT & RESEARCH BR**

416-965-5887

HEALTH, POLICY DEVELOPMENT & RESEARCH BR provides health research grants for the following purposes: to support applied and developmental health research mainly based at Health Sciences Complexes, including hospitals (principal areas that qualify are operational, epidemiological and developmental research projects involving training or service); to support innovations in the organization and delivery of health service including the evaluation of health care; and to attract individuals to priority health training programs. Also provides bursaries for post graduate studies in health related areas as approved by specific consultants in Program Advisory Br. Recognized health & research development organizations in Ontario may apply for the Provincial Lottery grants for health research by writing to: Director, Policy Development and Research Branch, Ministry of Health, 15 Overlea Blvd., Toronto M4H 1A9.

## **HEALTH PROFESSIONAL SERVICES MONITORING BR**

416-965-2181

HEALTH, PROFESSIONAL SERVICES MONITORING BR assists in setting Ontario Health Insurance Plan (OHIP) medical policy, claims adjudication policy, and works with colleges and regulatory boards of the professions which provide insured services to control over-utilization of the system by practitioners and the public. Professions monitored include physicians, dentists, chiropractors, chiropodists, osteopaths and optometrists. In situations where it appears that unnecessary or excessive numbers of services have been rendered, or there is concern that claims may have been submitted to OHIP when services were not rendered, letters must be written to this Branch, 7 Overlea Blvd., Toronto M4H 1A9, providing all details, including OHIP number. Inquiries regarding claims must be referred to local district office (See Appendix).

## **HEALTH PROGRAM ADVISORY BR**

416-965-8045

HEALTH, PROGRAM ADVISORY BR consultants who are experienced in their own fields of personal health care provide the ministry with expertise and advice on the entire health care delivery system and increasingly in health care planning. New objectives are to seek lower cost alternatives to present aspects of the system. Consultants represent general and specialty physicians, veterinary medicine, physiotherapy, occupational therapy, speech pathology & audiology, nursing, social work, special projects. They serve on Branch Committees and Planning Teams and on various Task Forces to help formulate Ministry policy. The Branch manages these programs: Adult Community Mental Health, Alcohol & Drug Abuse, Long Term Care, Emergency Health Services, Rehabilitation, the Underserved Area Program (965-1170) (bursaries for physicians to practise in rural and isolated communities), Health Service Organizations (HSO) and Alternate Payments. See also other programs listed under Health Program Advisory Br, Program Name.

**HEALTH PROGRAM ADVISORY BR COMMUNICABLE DISEASES**

416-965-4094

HEALTH, PROGRAM ADVISORY BR, COMMUNICABLE DISEASES Section controls communicable disease by collecting data and keeping local Public Health Officers aware of disease trends. Provides Medical Officers with drugs for immunization and for treatment of leprosy, and with rabies vaccine and snake antivenin. Provides supplementary field service when necessary to prevent and control disease. See also other sections in Health Program Advisory Br described separately.

**HEALTH PROGRAM ADVISORY BR ELDERLY**

416-965-8177

HEALTH, PROGRAM ADVISORY BR ELDERLY. Consultant for the elderly advises health agencies on preventive health care for the older adult or senior citizens in the community. See also other sections in Health Program Advisory Br described separately.

**HEALTH PROGRAM ADVISORY BR FAMILY HEALTH**

416-965-8176

HEALTH, PROGRAM ADVISORY BR, FAMILY HEALTH Consultants promote community health programs related to prenatal and postnatal care and education, infant and preschool health, health of children at school, family life education and family planning. Contact Health Communications Br (965-5167) for information. See also other sections in Health Program Advisory Br described separately.

**HEALTH PROGRAM ADVISORY BR FOOD CONTROL**

416-965-4236

HEALTH, PROGRAM ADVISORY BR, FOOD CONTROL SERVICES are the responsibility of the Veterinary Public Health Consultants. The branch deals with the safety of food in production, processing, distribution and service; food-borne illnesses; interpretation of regulations; interpretation of laboratory results. Provides consultation to local public health authorities to test milk products. Approves acceptable milk containers and issues certificates of approval needed to operate pasteurization plants. Provides information to consumers, the food trade and individuals wishing to conduct a food business. See also other sections in Health Program Advisory Br described separately.

**HEALTH PROGRAM ADVISORY BR HOME CARE**

416-965-2161

HEALTH, PROGRAM ADVISORY, HOME CARE PROGRAM provides health services at the local level to insured Ontario residents in their home upon recommendation of a doctor. Services include nursing, physiotherapy, occupational therapy, medical and social work, drugs and medical supplies, meals-on-wheels, and homemaking. Contact Queen's Park or local Board of Health.

**HEALTH PROGRAM ADVISORY BR VD**

416-965-4058

HEALTH, PROGRAM ADVISORY BR, VD (venereal disease) clinics for the diagnosis and treatment of VD are located throughout the province. Provides advice to physicians re management of VD cases and educates public on all aspects of venereal disease. Contact municipal Public Health unit. In Metro Toronto call any time Tel. 965-3333. Grants are available for VD clinics administered by hospitals or local Boards of Health. See also other sections in Health Program Advisory Br described separately.

**HEALTH PROGRAM ADVISORY BR VETERINARY**

416-965-4236

HEALTH, PROGRAM ADVISORY BR, VETERINARY Public Health Consultants help to control disease common to man and animals (zoonoses) such as rabies, salmonellosis, brucellosis, etc. Consultants advise Public Health Officers and physicians and project need for vaccine, serum and snake antivenin. For a list of antivenin depots and rabies information, contact the Communications Branch at 965-5167. See also other sections in Health Program Advisory Br described separately.

**HEALTH PROGRAM DEVELOPMENT BR**

416-965-8071

HEALTH, PROGRAM DEVELOPMENT BR consists of a team of qualified individuals who develop projects directed at increasing the effectiveness and efficiency of health care delivery. They receive and review proposals developed by community health groups or agencies, assist community groups in assessing the need for programs, determine the need for new health care programs and evaluate current programs. Current projects include developing a comprehensive strategy of health care for the elderly, increasing self-care and individual responsibility in health care and increasing knowledge and use of planning frameworks and methods, including need assessment and evaluation.

**HEALTH PSYCHIATRIC HOSPITALS BR**

416-965-6234

HEALTH, PSYCHIATRIC HOSPITALS BR is responsible for administering Provincial Psychiatric Hospitals. Contact local psychiatric hospital, listed in the Appendix.

**HEALTH PUBLIC HEALTH BR CHEST DISEASE SERVICE**

416-965-2301

HEALTH, PUBLIC HEALTH BR, CHEST DISEASE SERVICE provides diagnostic services for tuberculosis and other respiratory diseases and ambulatory treatment for tuberculosis through district chest clinics. Conducts chest examination of miners. Also processes applications of prospective immigrants with chest disease.

**HEALTH PUBLIC HEALTH BR DENTAL**

416-965-5036

HEALTH, PUBLIC HEALTH BR DENTAL Consultants provide consultation to health agencies in Ontario on preventive dental care and dental health (Contact local Public Health agency). Provide bursaries to dentists in underserved areas. Deal with all Ministry policy about dental care. See also other sections in Health Public Health Br described separately.

**HEALTH PUBLIC HEALTH BR INSPECTION**

416-965-4164

HEALTH, PUBLIC HEALTH BR INSPECTION Services provides consultants to municipalities to advise on local public health inspections for cleanliness in restaurants, food stores, residences, factories, etc. Contact local Public Health Unit serving municipality. See also other sections in Health Public Health Br described separately.

**HEALTH PUBLIC HEALTH BR NORTHERN ONTARIO**

416-965-1170

HEALTH, PUBLIC HEALTH BR NORTHERN ONTARIO PUBLIC HEALTH SERVICES (NOPHS) provides direct public health services to the unorganized territories in

Northern Ontario which are not served by local health units. Also provides public health inspection service to industrial camps in these areas. Provides dental health services by means of Mobile Dental Coaches to school aged children in underserved areas of Northern Ontario. Contact regional office listed in the Appendix. See also other sections in Health Public Health Br described separately.

## **HEALTH PUBLIC HEALTH BR NUTRITION**

416-965-5884

HEALTH, PUBLIC HEALTH BR, NUTRITION Consultants provide consultation to health agencies on nutrition, food budgeting, meal planning, obesity control, dental and prenatal care and care for senior citizens. See also other sections in Health Public Health Br described separately.

## **HEALTH PUBLIC HEALTH BR PUBLIC HEALTH ENGINEERING**

416-965-7678

HEALTH, PUBLIC HEALTH BR PUBLIC HEALTH ENGINEERING Section collects and evaluates data on the analysis of drinking water and on the quality of the supply in recreational areas. Provides engineering advice on control measures for outbreak of communicable disease, on treatment of non-municipal water supply, on improper waste disposal systems, and on the design and operation of recreational camps and other facilities, housing and institutions. Issues licences to summer camps. Administers regulation regarding public swimming pools under the Public Health Act, including approval of building plans. See other sections in Health Public Health Br described separately.

## **HEALTH PUBLIC HEALTH BR PUBLIC HEALTH NURSING**

416-965-4441

HEALTH, PUBLIC HEALTH BR PUBLIC HEALTH NURSING Consultants provide consultation to health agencies in all areas of public health nursing services. The program ensures proper preparation for the practice of public health nursing in Ontario. See also other sections in Health Public Health Br described separately.

## **HEALTH RESEARCH**

Health Research funding, see Health Policy Development & Research Br, Env Pollution Control Br Development & Research Group, Labour Standards & Programs Br.

## **HEALTH SERVICE ORGANIZATIONS**

Health Service Organizations Program, see Health Program Advisory Br.

## **HEALTH SUPPLY AND SERVICES BR**

416-965-5051

HEALTH, SUPPLY AND SERVICES BR provides the Ministry with administrative services (see first entry under Administrative Services for description of functions). In addition, the Branch is responsible for the government pharmacy and medical stores (248-3084), microrecording service including health insurance microfilms (965-8242), the Ministry Library (965-7881), support services such as motor vehicle liability insurance, accident claims reports, motor vehicle licences, staff parking permits.

## **HEARING AIDS**

Hearing Aids, see Comm Soc Adult Serv Div Family Benefits, also Comm Soc Adult Serv Br General Welfare.

**HEART FOUNDATION**

Heart Foundation fund raising in the Ontario Public Service, see Civ Serv Admin Services Br Community Liaison.

**HEATING CONTRACTORS**

Heating Contractors licence, see CCR Fuels Safety Br.

**HERBICIDES**

Herbicides, see Pesticides.

**HERITAGE**

Heritage, see also Historical

416-965-4030

CULT & REC, ARCHIVES OF ONTARIO acquires significant unpublished documents to preserve Ontario's historical **heritage** and to retain information of long-term operational value to government ministries. Obtains from Ontario government agencies through statutory control, important non-current records, and from other sources through donation or purchase, any important historical manuscripts, maps, pictures, photographs, early newspapers. Maintains a conservation laboratory for document restoration of archives' holdings. Operates a library (965-4039) and public reading room for those doing historical, administrative, legal or other research. Welcomes information on the location of historical material. Also advises and assists ministries and agencies on economic and efficient records management, forms control, microrecording, correspondence, reports. Coordinates Records Management training courses (965-2187).

416-965-5399

CULT & REC, CAPITAL SUPPORT UNIT coordinates capital support programs of the ministry. These include capital grants (965-8433) for community recreation centres, sports facilities, arts facilities such as theatres and art galleries, exhibition spaces, museums, **heritage** conservation projects, facilities for libraries and multicultural centres. Planning & Technical Services Section (965-3034) is responsible for policy development, priority setting and program planning and evaluation of the Ministry's capital grants programs. It also provides Capital Support Unit, Ministry field offices and clients (municipalities, community groups) with planning and technical advice and information on the development of cultural and recreational facilities. Contact Field Offices listed in the Appendix.

416-965-4021

CULT & REC, HERITAGE ADMIN BR, ARCHITECTURAL Conservation Section provides technical support to the Ontario Heritage Foundation for its grants or loans programs which encourage architectural conservation or preservation of buildings of historical and/or architectural significance. Helpful advice on preservation is offered to organizations and individuals, including assistance with the establishment of Local Architectural Conservation Advisory Committees (LACAC) and programs. See also Cult & Rec: Heritage Admin Br Museums and Heritage Admin Br Historical for other activities of the branch.

416-965-4021

CULT & REC, HERITAGE ADMIN BR, HISTORICAL Conservation and Promotion Section provides technical support for the Ontario Heritage Foundation in preserving **heritage** buildings and in erecting commemorative plaques to subjects of province-wide importance. Provides grants to help fund the operations of local **heritage** groups and gives

them technical advice. Also gives municipalities and community groups grants to assist in the erection of local plaques. Administers the Ontario Heritage Foundation grants program aiding projects of a historical nature (e.g. publication of local histories). See also Cult & Rec: Heritage Admin Br Museums and Heritage Admin Br Architectural for other activities of this branch.

416-965-4021

**CULT & REC, HERITAGE ADMIN BR, MUSEUMS** Assistance Program provides technical advice and financial help to museums owned and maintained by municipalities, Indian Band Councils and conservation authorities and to other non-profit museums. Museums in Northern Ontario can contact branch office located at 390 Bay St., Sault Ste. Marie (705-253-3244). See also Cult & Rec: Heritage Admin Br Architectural and Heritage Admin Br Historical for other activities of the branch.

416-965-5727

**CULT & REC, HERITAGE TRUST BR** develops the arrangements and agreements leading to the donation to or purchase by the Ontario Heritage Foundation of buildings of historical or architectural value, parkland of scenic, recreational or archaeological interest, conservation easements on such property, items of archaeological importance and works of art. Following acquisition, arrangements are made for architectural conservation or restoration where necessary, as well as for custody, use or display.

416-965-4490

**CULT & REC, HISTORICAL PLANNING AND RESEARCH BR** provides research and information on built (i.e., man-made) **heritage** (historical) and archaeological resources to assist in the planning and development of Ontario government programs (e.g. environmental assessments for land use planning). Publishes research reports, planning documents and public information brochures. Advises and works with community groups and individuals on archaeological and other **heritage** conservation projects. Provides professional support to the Ontario Heritage Foundation in making grants to assist archaeological projects. Maintains a provincial archaeological data bank & coordinates response to inquiries on new discoveries. Deals with emergency situations to rescue threatened **heritage** sites. Issues & answers inquiries about archaeological licences. Regional archaeologists are listed in the Appendix.

416-965-9504

**CULT & REC, ONTARIO HERITAGE FOUNDATION** advises the Minister of Culture & Recreation on issuing archaeological licences and on designating significant archaeological and historic sites. Provides grants to encourage innovative new work in archaeology and to help complete artifact analysis. Provides grants or loans for architectural conservation to encourage renovation of buildings of historical or architectural significance. Erects historical plaques which recognize people, places, buildings and events of significance to the history of the province. Acquires, usually by donation, **heritage** properties, parkland, works of art and historical artifacts.

416-965-2390

**CULT & REC, WINTARIO GRANTS** Information Office, part of the Communications Br, is an information service for the Wintario Grants Program. Net profits from Wintario are available to non-profit community groups, organizations, municipalities and Indian Band Councils for capital and non-capital projects concerning sports, recreation, fitness, arts, **heritage**, public libraries, multiculturalism and citizenship and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

**HERITAGE LANGUAGE PROGRAM**

416-965-6407

EDUC, CENTRAL SERVICES BR, Administrative Services Section (965-2308) provides Ministry branches with support services (see first entry under Administrative Services for description of functions). The branch operates ministry public information programs (as described in the first entry under Information Service), publishes 'Dimensions' which is distributed to all schools in Ontario (965-1230), and operates the ministry library (965-4583). Public information services include providing information on ministry programs such as the **Heritage Language Program** (provision by school boards of non-official languages instruction in addition to the regular school program), the French as a Second Language and French as a Minority Language programs.

**HIGHWAY CARRIER LICENSING**

Highway Carrier Licensing, see Tr & Comm Highway Carrier Licensing Section.

**HIGHWAY TRANSPORT**

Highway Transport, see Tr & Comm Ont Highway Transport Board

**HIGHWAYS**

Highways, see also Freeway.

705-472-4500

NORAFFAIRS, ONTARIO NORTHLAND TRANSPORTATION Commission (ONTC) in North Bay supervises transportation services in Northern Ontario such as air services (norOntair), **highways** services, railway services (including the Polar Bear Express and the Northlander), marine services (including ferry services to Manitoulin and cruises on Lake Nipissing) and telecommunications services. The Ontario Northland Transportation Commission has a sales office in Toronto, phone: 965-4268.

416-965-5444

SOL GEN, OPP, TRAFFIC INVESTIGATIONS BR enforces vehicle traffic laws. Investigates complaints about all aspects of traffic and analyzes collisions of vehicles to determine how to make **highways** safer. OPP district headquarters are listed in the Appendix.

416-248-3661

TR & COMM, DESIGN & CONSTRUCTION BR develops policy to administer provincial roads and **highways** construction program. Reviews, updates and develops new design and construction policies, procedures, specifications, standards and technology for use by regional designer and regional construction; monitors and analyzes their application. Provides technical construction expertise to regional offices. Supplies ministry projects with special engineering design services, detailed design of electrical facilities and drainage and hydrology studies. Reviews contract documents, prepares them for advertising; processes contract awards and monitors contract payments. Monitors regions to ensure that policies and procedures for administering construction contracts are met. Ministry's regional and district offices are listed in the Appendix.

416-248-3611

TR & COMM, ENGINEERING CLAIMS OFFICE assesses claims for additional costs submitted by contractors awarded ministry engineering contracts including all phases of **highways** construction and maintenance, construction of bridges and tunnels and associated work.

416-248-3987

TR & COMM, ENGINEERING MATERIALS OFFICE, Materials & Laboratory Services Section (248-3684) provides laboratory testing, technical evaluation and approval services related to soils, aggregates, asphalt, concrete, metals and chemicals used in construction and maintenance of **highways** and structures, e.g., bridges. Quality Assurance Section (248-3688) provides quality assurance policies and guidelines for Portland and asphalt concrete pavements and provides specialized expertise in this area. Soil Mechanics Section (248-3282) carries out field investigations and recommends type of structure foundations and provides specialized expertise in this area. Pavement Design & Management Section (248-3255) provides pavement structure design and management as well as aggregate use policies and guidelines and provides specialized expertise in these areas.

416-248-3355

TR & COMM, ENGINEERING RESEARCH & DEVELOPMENT BR conducts research to improve the physical attributes of **highways** (pavement, bridges and other highway structures, material and quality assurance, e.g. asphalt and concrete). Coordinates the development of the Ontario Bridges Design Code. Also conducts research to improve techniques for using earth resources in highway building. Performs special studies involving technology resources and value engineering studies to assist in making sound engineering and cost-related management decisions. Publishes research reports. Develops traffic barriers to protect maintenance staff on **highways** from hazards of impacting vehicles. Develops illumination design systems, guide rails and barriers, monitors lighting on **highways** and develops means of saving energy in city street lighting. Coordinates the ministry's metric conversion program.

416-248-3401

TR & COMM, ESTIMATING OFFICE advises senior Ministry officials on the fair price to pay for **highways** construction and maintenance contracts. Can provide and economic analysis of highway construction and related work. Produces periodic reports on construction costs per mile, structure and unit bid price values, along with the quantities and worth of manufactured and raw materials incorporated into the work.

416-248-3665

TR & COMM, MAINTENANCE BR, Maintenance Operations Office (248-3665) develops and implements standards for maintenance of roads & **highways**. Prepares and controls annual maintenance budget. Maintenance Services Office (248-3206) manages maintenance services on roads, **highways** and rights-of-way (e.g., snowplowing & salt application, landscape design, tree planting and removal, weed control, zone striping, erection and maintenance of highway signs & electrical installations). With Engineering Research & Development Br conducts a project to study various winter maintenance activities, e.g. salt use. Maintenance services are conducted by Operations Regional & District offices (listed in the Appendix). See also other entries under Tr & Comm Maintenance Br Office Name.

416-248-3235

TR & COMM, MAINTENANCE BR, SIGNS & BUILDING PERMITS Section prepares policy and issues permits for advertising signs and buildings on roads and **highways** rights-of-way. Permits are issued by Operations Regional and District offices (see list in the Appendix). See also other entries under Tr & Comm Maintenance Br for other branch functions.

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, PROVINCIAL ROADS OFFICE develops program spending policy on provincial roads and evaluates results (248-3571). To provide references in program planning the branch maintains supporting highway inventory, i.e. a linear reference system, data on physical attributes of

**highways** such as bridges, and data on accidents and traffic volume (248-3066). Coordinates the ministry's corridor policy concerning use of land adjacent to roads and **highways** (248-3658). Undertakes special urgent planning studies (248-3571). See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

416-248-3617

TR & COMM, OFFICE OF LEGAL SERVICES provides legal services for the ministry including advice on driver and vehicle matters (248-3131). See first entry under Legal Services for description of functions. Regional solicitors who deal primarily with property matters are located in the Operations Division regional and district offices in Toronto, (248-3074); London, (519-681-1441); North Bay, (705-472-7900) and Kingston, (613-544-2220). Insurance & Claims (248-3127) handles insurance claims against the Crown for injuries and property damage arising from accidents on provincial **highways** or involving government vehicles, as well as claims by the Crown for damage to highway property or government vehicles excluding OPP vehicles.

416-965-1845

TR & COMM, ONT HIGHWAY TRANSPORT BOARD, a regulatory tribunal, controls approval of operation of bus or truck for hire businesses on Ontario **highways** by holding hearings at offices in Toronto and throughout the province. Recommends to the Minister of Transportation & Communications the denial or issuance of licences.

416-248-3551

TR & COMM, PRIORITY DEVELOPMENT BR assesses provincial road requirements and develops roads and **highways** construction program to meet these requirements.

416-248-3501

TR & COMM, PUBLIC & SAFETY INFORMATION BR originates & coordinates programs and projects stressing safety in the operation of cars and commercial vehicles, motorcycles, mopeds, bicycles and snowmobiles and school bus operations. Provides information service for the ministry (see first entry under Information Service for a description of this function). Originates and supplies school safety materials and seat belt posters and information and provides related safety films. Provides road bulletins and telephone road reporting service for the public and the media on condition of roads and **highways** in Ontario. For this service in Metro Toronto, contact 248-3561. Elsewhere in Ontario contact TR & Comm Operations regional or district offices listed in the Appendix.

416-248-3492

TR & COMM, STRUCTURAL OFFICE, Highway Engineering Div designs bridges and retaining walls on **highways** and prepares plans and contract documents for their construction. Reviews proposed designs of municipal bridges and culverts and inspects them to determine safe loads, maintenance needs and structure life. Recommends enactment of municipal load limit by-laws. Generates and maintains structural standards, structural manuals and handbooks and design aids.

416-248-3771

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Acoustics Research Program studies noise from **highways** and other transportation components to: reduce excessive noise, understand its effects and develop standards for control. Develops noise barriers; studies noise of pavement surfaces and traffic, and assesses impact of trains.

416-248-7191

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Drivers & Vehicles Research Program improves safety and operational efficiency of road transportation

by studying driver, vehicle and roadway operating characteristics, i.e., effectiveness of seat belt legislation and lowered speed limits, drinking and driving, driver education. Improves public transit service acceptability by studying rider attitudes, preferences and behaviour concerning conventional modes of transportation. Studies social impact of ministry undertakings through citizen involvement procedures. This includes effect of noise, impact of constructing new roads and **highways** and effect of energy future.

## HIKING TRAILS

Hiking Trails, see Trails

## HISTORIC SITES

416-965-1432

CULT & REC, CONSERVATION REVIEW BOARD holds hearings at request of municipality if owners object to municipal designation of property for historical or architectural conservation. The Board reports its opinion to the municipal council. Hearings are also held where Minister proposes to refuse issuance of archaeological licence or designates archaeological or **historic sites**.

705-526-7838

CULT & REC, HURONIA HISTORICAL PARKS. The Ministry operates & maintains **historic sites** at Midland, Sainte Marie among the Hurons and at Penetanguishene, the Historic Naval & Military Establishments. Ste. Marie, once a 17th century French Jesuit mission, has been reconstructed on its original site. The Naval & Military Establishments is a restored & reconstructed 19th century British naval base & military garrison. Both are open to the public mid-May to Labour Day; Ste Marie is open until the Canadian Thanksgiving. The historical attractions are operated to promote an appreciation of the native Indian, French & British heritage of Ontario. Costumed staff demonstrate skills & crafts of the eras. A resource library, open to the public year round, provides information on sites planning & programming. Contact Huronia Historical Parks, P.O. Box 160, Midland, Ont. L4R 4K8 (705-526-7838).

807-577-8461

CULT & REC, OLD FORT WILLIAM, one of the **historic sites** operated by the ministry, is a reconstruction of the original Fort William as it was in the period 1803-1821. The original Fort was the inland headquarters of the North West Company and the focal point of the Company's operations and vast explorations. Each summer it was the temporary home of 2,000 or more voyageurs, clerks, natives and North West Company partners who assembled there for the Great Rendezvous. Today, the visitor is invited to 'venture into the past' to experience life as it was in this colourful era. Old Fort William is a living historical community and, as such, it offers the visitor a wide range of experiences. Open to the public May-October. Contact Old Fort William, Vickers Heights P.O., Thunder Bay, Ontario P0T 2Z9, telephone 807-577-8461.

416-965-9504

CULT & REC, ONTARIO HERITAGE FOUNDATION advises the Minister of Culture & Recreation on issuing archaeological licences and on designating significant archaeological and **historic sites**. Provides grants to encourage innovative new work in archaeology and to help complete artifact analysis. Provides grants or loans for architectural conservation to encourage renovation of buildings of historical or architectural significance. Erects historical plaques which recognize people, places, buildings and events of significance to the history of the province. Acquires, usually by donation, heritage properties, parkland, works of art and historical artifacts.

416-356-2241

NAT RES, NIAGARA PARKS COMMISSION in Niagara Falls, Ontario operates a 56 kilometre system of parks along the Niagara River including recreation areas, scenic attractions, **historic sites**. The Niagara Parks Commission also runs a Horticultural School.

613-543-2951

NAT RES, ST LAWRENCE PARKS COMMISSION, Morrisburg, Ontario operates and maintains parks, campgrounds and **historic sites** from the Ontario-Quebec border to 30 miles west of Kingston on Highway 33. **Historic sites** are Old Fort Henry at Kingston and Upper Canada Village east of Morrisburg. Other facilities include a Wildfowl Sanctuary, an 18 hole golf course, a railroad museum, nature trails and Pioneer and Loyalist memorials. Winter recreation facilities include cross-country skiing, snowmobiling, tobogganing, snowshoeing. A maple sugar bush, skating and horse drawn sleigh rides operate at Upper Canada Village. A marina and riding stable are operated as concessions on Commission lands.

## HISTORICAL

Historical, see also Heritage, Historic Sites, Museums.

416-965-4030

CULT & REC, ARCHIVES OF ONTARIO acquires significant unpublished documents to preserve Ontario's **historical** heritage and to retain information of long-term operational value to government ministries. Obtains from Ontario government agencies through statutory control, important non-current records, and from other sources through donation or purchase, any important **historical** manuscripts, maps, pictures, photographs, early newspapers. Maintains a conservation laboratory for document restoration of archives' holdings. Operates a library (965-4039) and public reading room for those doing **historical**, administrative, legal or other research. Welcomes information on the location of **historical** material. Also advises and assists ministries and agencies on economic and efficient records management, forms control, microrecording, correspondence, reports. Coordinates Records Management training courses (965-2187).

416-965-1432

CULT & REC, CONSERVATION REVIEW BOARD holds hearings at request of municipality if owners object to municipal designation of property for **historical** or architectural conservation. The Board reports its opinion to the municipal council. Hearings are also held where Minister proposes to refuse issuance of archaeological licence or designates archaeological or historic sites.

416-965-4021

CULT & REC, HERITAGE ADMIN BR, ARCHITECTURAL Conservation Section provides technical support to the Ontario Heritage Foundation for its grants or loans programs which encourage architectural conservation or preservation of buildings of **historical** and/or architectural significance. Helpful advice on preservation is offered to organizations and individuals, including assistance with the establishment of Local Architectural Conservation Advisory Committees (LACAC) and programs. See also Cult & Rec: Heritage Admin Br Museums and Heritage Admin Br Historical for other activities of the branch.

416-965-4021

CULT & REC, HERITAGE ADMIN BR, HISTORICAL Conservation and Promotion Section provides technical support for the Ontario Heritage Foundation in preserving heritage buildings and in erecting commemorative plaques to subjects of province-wide importance. Provides grants to help fund the operations of local heritage groups and gives

them technical advice. Also gives municipalities and community groups grants to assist in the erection of local plaques. Administers the Ontario Heritage Foundation grants program aiding projects of a **historical** nature (e.g. publication of local histories). See also Cult & Rec: Heritage Admin Br Museums and Heritage Admin Br Architectural for other activities of this branch.

416-965-5727

CULT & REC, HERITAGE TRUST BR develops the arrangements and agreements leading to the donation to or purchase by the Ontario Heritage Foundation of buildings of **historical** or architectural value, parkland of scenic, recreational or archaeological interest, conservation easements on such property, items of archaeological importance and works of art. Following acquisition, arrangements are made for architectural conservation or restoration where necessary, as well as for custody, use or display.

416-965-4490

CULT & REC, HISTORICAL PLANNING AND RESEARCH BR provides research and information on built (i.e., man-made) heritage (**historical**) and archaeological resources to assist in the planning and development of Ontario government programs (e.g. environmental assessments for land use planning). Publishes research reports, planning documents and public information brochures. Advises and works with community groups and individuals on archaeological and other heritage conservation projects. Provides professional support to the Ontario Heritage Foundation in making grants to assist archaeological projects. Maintains a provincial archaeological data bank & coordinates response to inquiries on new discoveries. Deals with emergency situations to rescue threatened heritage sites. Issues & answers inquiries about archaeological licences. Regional archaeologists are listed in the Appendix.

416-965-0212

CULT & REC, MULTICULTURAL HISTORY PROJECT. Working with the Multicultural Development Branch the project will collect, catalogue and preserve **historical** material on Ontario ethnocultural groups and will make it available to the public through the Archives of Ontario. The project is sponsored by the Ministry and funded by Wintario.

416-965-9504

CULT & REC, ONTARIO HERITAGE FOUNDATION advises the Minister of Culture & Recreation on issuing archaeological licences and on designating significant archaeological and historic sites. Provides grants to encourage innovative new work in archaeology and to help complete artifact analysis. Provides grants or loans for architectural conservation to encourage renovation of buildings of **historical** or architectural significance. Erects **historical** plaques which recognize people, places, buildings and events of significance to the history of the province. Acquires, usually by donation, heritage properties, parkland, works of art and **historical** artifacts.

416-487-6142

CULT & REC, ONTARIO HISTORICAL STUDIES SERIES Project produces comprehensive, scholarly and readable books on the **historical** development of Ontario. The series is divided into six parts: Bibliography of Ontario History; Biographies of major Premiers; **Historical** Atlas; Theme studies on aspects of Ontario's economic, social, political and cultural development; General history; and Oral history featuring interviews with people who have played a key role in Ontario's development. The series receives financial support from the Ministry of Culture and Recreation.

416-965-6831

LEGISLATIVE ASSEMBLY, ONTARIO ELECTION OFFICE conducts any provincial election under the Ontario Election Act. Coordinates appointment, training and payment of election officials and coordinates arrangements for rentals, equipment and supplies for polling places at an election. Directs and supervises local Returning Officers in each of 125 electoral districts. Provides and publishes **historical** information relating to provincial elections, legislatures, cabinets and political candidates. Maintains an Index of Provincial Electoral Districts by street name and number to assist persons who wish to know their electoral district and the name, telephone number and contact address of their Member of Provincial Parliament (MPP).

## HOISTING ENGINEERS

Hoisting Engineers, see CCR Pressure Vessels Safety Br.

## HOLIDAYS

416-965-5251

LABOUR, EMPLOYMENT STANDARDS BR sets and enforces standards of wages and working conditions in Ontario, including minimum wage, overtime pay, vacation pay, hours of work, public **holidays**, maternity leave, equal pay for equal work, termination of employment and equal benefits. May also collect unpaid wages on behalf of employees. Provides means for employees and employers to jointly petition Government for a schedule of wages and working conditions for their particular industry or trade. Also regulates and issues licences to employment agencies (965-0631). Provides for setting of wages rates and working conditions for construction industry and maintenance workers employed on government contracts. Employment Adjustment Services (965-3303) provides consulting services to employers and employees on termination of employment legislation and on adjustment programs available in situations of mass terminations of employment. Contact regional offices listed in the Appendix.

## HOME CARE PROGRAM

416-965-2161

HEALTH, PROGRAM ADVISORY, **HOME CARE PROGRAM** provides health services at the local level to insured Ontario residents in their home upon recommendation of a doctor. Services include nursing, physiotherapy, occupational therapy, medical and social work, drugs and medical supplies, meals-on-wheels, and homemaking. Contact Queen's Park or local Board of Health.

## HOME ECONOMICS

AG & FOOD, COLLEGES OF AGRICULTURE offer courses in farm management, agricultural production, agricultural engineering, agricultural laboratory technology, **home economics** or food service supervision, health of animals, livestock production, technology and management (e.g. horse breeding), agricultural business management. They also conduct agricultural research for the ministry. For further information: Centralia College in Huron Park (519-228-6691), Ridgetown College in Ridgetown (519-674-5456), Kemptville College in Kemptville (613-258-3411), New Liskeard College in New Liskeard (705-647-6701) and University of Guelph in Guelph (519-824-4120).

416-965-1421

AG & FOOD HOME ECONOMICS BR helps people in rural communities to develop an appreciation of ideals and standards for successful home and family living. Gives them training in **home economics** and stimulates them to become local leaders.

**HOME OWNER EMPLOYEE RELOCATION PLAN**

Home Owner Employee Relocation Plan for OPS employees, see Govt Serv Realty Services Br.

**HOME RENEWAL**

416-965-2826

**HOUSING ONTARIO HOME RENEWAL PROGRAM (OHRP)** provides per capita grants to municipalities to administer directly as loans to owner-occupants whose adjusted annual family income is \$12,500 or less. The grants are for the repair of faulty structural and sanitary conditions and the upgrading of the plumbing, heating, insulation and electrical systems of the residences. Not all municipalities have applied to be part of the OHRP. Eligible residents can contact local municipality if OHRP grants are available. In unorganized territories the OHRP is administered through Ministry of Northern Affairs Offices. See also Housing Business Improvement Area, Housing Downtown Revitalization Program and Housing Main Street Revitalization Program for other programs of Housing Community Renewal Br.

**HOME WARRANTIES**

416-965-4728

**CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL** holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New **Home Warranties** Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-922-3005

The Ontario New **Home Warranties** Plan Act which came into effect Dec. 31, 1976, requires registration of all builders of new homes including condominiums and mobile homes with the Housing & Urban Development Ass'n. of Canada (HUDAC) New Home Warranty Program, a non-profit corporation. The self-financing program provides a warranty that new and previously unoccupied homes sold after the end of 1976 are free from defects for one year and from major structural faults for an additional four years. The Corporation will handle complaints from buyers of new homes, condominiums and mobile homes. Both builders and buyers can file appeals on Corporation decisions with the Commercial Registration Appeal Tribunal. Program covers mobile homes placed on permanent foundations for permanent occupancy and meeting applicable building codes.

**HOMEMAKERS**

Homemakers services in municipalities, see Comm Soc Adult Serv Div Social Services.

**HOMES FOR SPECIAL CARE**

416-965-5081

**HEALTH, HOMES FOR SPECIAL CARE PROGRAM**, Psychiatric Hospitals Branch, issues licences to and inspects **Homes for Special Care** which provide nursing home and

residential home care for former patients of Ontario psychiatric hospitals and centres for the mentally retarded. Contact local psychiatric hospital.

416-965-9337

**HEALTH, ONTARIO DRUG BENEFIT (ELIGIBILITY).** Selected prescribed drugs are provided free to senior citizens (65 or older) who receive Old Age Security (OAS) or who have resided in Ontario for the past 12 months and are Canadian citizens or landed immigrants; to recipients of Family Benefits (FBA), General Welfare (GWA) and vocational rehabilitation assistance and **Homes for Special Care** and Extended Health Care benefits. The numbered Ontario Senior Citizens' Privilege Card entitles eligible patients to drug benefit. Federal OAS pensioners automatically get this card; those over 65 who are not OAS pensioners must apply. Forms available at most pharmacies or write: Ministry of Health, Drug Benefit, Box 21000, Station A, Toronto M5W 1Y5. FBA (includes the blind and disabled), GWA and other recipients are issued monthly cards. Drugs must be listed in the Drug Benefit Formulary (for quality and cost control), prescribed by a doctor or a dentist and obtained in Ontario.

## **HOMES FOR THE AGED**

Homes for the Aged provide residential or extended care or both services to senior citizens in a setting that includes planned activities and opportunities for self-enrichment. The homes are operated by municipalities under the Homes for the Aged and Rest Homes Act. Homes are also operated by approved charitable corporations under the Charitable Institutions Act.

416-965-5103

**COMM SOC, ADULT SERV DIV, SENIOR CITIZENS SERVICES** (Social Services) aims to support programs to involve senior citizens in community & social services. In cooperation with municipalities and charitable organizations develops policy on and subsidizes **Homes for the Aged**, residential and extended care and social services for senior citizens. Subsidy is in the form of capital and operating grants. Assists in community outreach programs and alternatives to institutional care projects, e.g., meals-on-wheels, day care, vacation care & Senior Volunteers. Provides capital & operating grants for Elderly Persons Centres and grants for research on aging & related facilities, e.g., Crane Memorial Library of Geriatrics & Gerontology (367-8867). Is involved with retirement planning. Contact regional, area & local offices listed in the Appendix. In Metro Toronto contact the Area Office, 965-9943.

## **HOMICIDES**

Homicides, see Sol Gen Forensic Pathology Br.

## **HONEY**

Honey, see Ag & Food Farm Products Quality Br Fruit & Vegetables Section.

## **HORSE**

Horse, see also Livestock

**AG & FOOD, COLLEGES OF AGRICULTURE** offer courses in farm management, agricultural production, agricultural engineering, agricultural laboratory technology, home economics or food service supervision, health of animals, livestock production, technology and management (e.g. **horse** breeding), agricultural business management. They also conduct agricultural research for the ministry. For further information: Centralia College in Huron Park (519-228-6691), Ridgetown College in Ridgetown (519-674-5456), Kemptville College in Kemptville (613-258-3411), New Liskeard College in New Liskeard (705-647-6701) and University of Guelph in Guelph (519-824-4120).

416-965-5841

AG & FOOD, VETERINARY SERV BR, REGULATORY AND COMMUNICABLE DISEASES Section administers the Acts concerning these veterinary requirements: vaccination of cattle to control brucellosis, licences for livestock community sales and those involved in disposing of dead animals. Compensates owners of livestock that are destroyed by rabies. Provides consultative service to practising veterinarians and producers of cattle, sheep and swine. Provides grants to finance veterinary service in designated areas where livestock farms are sparsely located. Inspects and issues licences to riding **horse** establishments, dog pounds and suppliers of laboratory animals. Issues licences to those other than pharmacists & veterinarians who sell livestock medicine. Requires registration of facilities that use animals for research.

416-963-0520

CCR, ONTARIO RACING COMMISSION (ORC) promotes the proper management of **horse** racing and the orderly behaviour and integrity of participants. Issues licences to participants and encourages the improvement of the quality of horses that race. Contact judges and stewards at race tracks or the head office of the Ontario Racing Commission.

416-965-8114

SOL GEN, OPP, SPECIAL INVESTIGATIONS BR provides assistance to Crown attorneys and law enforcement agencies including Chiefs of Police and other government agencies. Drug Enforcement Section (965-8114) conducts investigations concerning the suppression of illegal drugs. Liquor Laws Enforcement Section (965-8114) conducts investigations relating to liquor licencing and liquor law infractions. Anti-Gambling Section (965-8114) deals with control of gambling and improprieties in Thoroughbred and Standardbred **horse** racing. Also is involved with control of pornography (965-1736). Auto Theft Section (965-8049) conducts investigations concerning all thefts of motor vehicles including organized vehicle theft rings and expert vehicular (or parts) identification. OPP district headquarters are listed in the Appendix.

## HORTICULTURAL

416-965-1091

AG & FOOD, AGRICULTURAL & HORTICULTURAL SOCIETIES BR gives grants to agricultural societies in Ontario for exhibitions, fairs, crop competitions, improvements to buildings and grounds, commercial and educational displays. Also gives grants to **horticultural** societies and plowmen's associations. **Horticultural** societies hold exhibitions and competitions (i.e., flowers, plants and vegetables); conduct courses on gardening. The Ontario Plowmen's Association which sponsors the International Plowing Match and Farm Machinery Show has its headquarters at this branch.

AG & FOOD, AGRICULTURAL RESEARCH INSTITUTE of ONTARIO inquires into research programs on agriculture, veterinary medicine and household science. Stimulates interest in agricultural research as a means of developing efficiency in the production and marketing of farm products in Ontario. Research projects include studies on livestock, poultry, field crops, **horticultural** plants, soils, food and nutrition, economics and marketing. Four research stations near Guelph, Ontario are administered by the University of Guelph (519-824-4120). The University also provides laboratory services. In Toronto contact 965-6695.

416-562-4141

AG & FOOD, HORTICULTURAL RESEARCH INSTITUTE OF ONTARIO in Vineland conducts **horticultural** research (including studies on soils and crops) to increase production

and develop new varieties of farm products (e.g. fruit & vegetables including mushrooms) and wine. The Institute also coordinates all **horticultural** research and service programs supported by the ministry. Serves farmers, growers of ornamental plants, food processors and wine makers. Research is conducted at four units located at Simcoe, Holland Marsh and two at Vineland. The Institute provides propagating material (cuttings, etc.) to growers and nurseries.

416-965-1081

**AG & FOOD, SOILS AND CROPS BR** provides information at local offices throughout the province on the commercial production of field and **horticultural** crops (e.g. greenhouse vegetables and ornamental plants, mushrooms). Information is available to commercial growers on restrictions in use of pesticides. Responsible for administration of the Weed Control Act through municipally-appointed inspectors. Complaints should be directed to the municipality. Inquiries on non-commercial (e.g. household and urban) growing should be referred to the Agricultural & Horticultural Societies Br at 965-1091. Contact Ministry's county or district office listed in the Appendix.

416-527-1158

**CULT & REC, ROYAL BOTANICAL GARDENS (RBG)** in Hamilton consists of 2000 acres of developed gardens and natural areas, 27 miles of interpretive nature trails. Educational programs range from courses on horticulture and botany, design with plant material, to credit courses at universities. The RBG also offers the public extensive **horticultural** information on ornamental, native and poisonous plants, edible and poisonous mushrooms, and information on birds. Tours can be arranged. Participates in Outreach Ontario and Festival Ontario.

416-965-6741

**GOVT SERV, PROPERTY MANAGEMENT BR**, through regional and field area offices (see list in the Appendix) provides operation and maintenance services to Government-owned and leased premises including repairs, housekeeping, **horticultural** services, moving and bulk parking allocation, elevator maintenance. Ensures safety in government buildings and on construction sites; coordinates displays by various ministries in exhibitions at the London, Ottawa and Thunder Bay government buildings; coordinates tenders and administers catering contracts for cafeterias and vending machines in government offices, court houses and registry offices. It is also responsible for the reservation and use of committee rooms in the Macdonald Block (Phone: 965-1109).

416-356-2241

**NAT RES, NIAGARA PARKS COMMISSION** in Niagara Falls, Ontario operates a 56 kilometre system of parks along the Niagara River including recreation areas, scenic attractions, historic sites. The Niagara Parks Commission also runs a **Horticultural School**.

## HOSPITALITY FUND

Hospitality Fund, see Intgov Aff Protocol Services Br.

## HOSPITALS

416-965-8163

**HEALTH, DATA DEVELOPMENT AND EVALUATION BR** is responsible to all levels of the health care sector engaged in the planning and evaluation process for the identification, interpretation and provision in an aggregate form, of health and socio-economic information in areas such as health care utilization, monitoring of health care payment systems, regional

distribution of health care services, and health care statistics related to **hospitals** and other medical and health care institutions.

416-965-5415

**HEALTH FISCAL RESOURCES BR** coordinates preparation of the Ministry's Operational Plans, Estimates, Management-By-Results and financial reports. Coordinates budgetary control and provides financial consulting services to assist Ministry program managers. Administers the Ministry funding and monitors the expenditures of **hospitals** and related facilities. These include public, private and psychiatric **hospitals**, home care, nursing homes, ambulance services, local health agencies, crippled children's treatment centres, etc.

416-965-8161

**HEALTH, INSTITUTIONAL OPERATIONS BR** develops and evaluates guidelines for the effective and efficient operation of **hospitals** and other health care institutions in order to equitably distribute finite amount of operating funds available for such institutions. Also provides consultative and advisory services when necessary.

416-965-8015

**HEALTH, INSTITUTIONAL PLANNING BR** reviews and approves plans for construction and renovation of **hospitals**. Administers capital financial assistance of approved projects and conducts research on development of efficient and economical facilities. For information on hospital statistics, contact Health Data Development and Evaluation Branch Tel. 965-8163.

416-965-8019

**HEALTH, MANAGEMENT SYSTEMS BRANCH** advises the Ministry and related agencies on all aspects of automatic data processing services. Provides systems development and maintenance, consulting, data entry and data control services for the Ministry. Assists in acquiring related services of central agencies in government or procuring management consulting and systems development services and computer and data entry services and equipment elsewhere. Identifies opportunities for systems improvement, and coordinates the definition, development and implementation of an Information System considering security and confidentiality safeguards. Develops policy to guide the effective use of computers, and computer applications in **hospitals**.

416-965-6234

**HEALTH, PSYCHIATRIC HOSPITALS BR** is responsible for administering Provincial Psychiatric **Hospitals**. Contact local psychiatric hospital, listed in the Appendix.

416-965-4151

**LABOUR, ONTARIO LABOUR RELATIONS BOARD** administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for employers & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for employees in **hospitals**; Colleges Collective Bargaining Act. Also administers unfair declarations of strikes and lockouts and consents to prosecute under the School Boards and Teachers Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade unions and construction industry employer organizations; investigates unfair labour practice by unions and employers; rules on the legality of strikes and lockouts; conducts arbitration hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

416-965-5669

**LABOUR, ONTARIO LABOUR-MANAGEMENT ARBITRATION COMMISSION** approves persons as chairmen of Arbitration Boards and as single arbitrators, dealing with

rights disputes between employers and employees with collective agreements only, and with interest disputes in **hospitals** under the Hospital Labour Disputes Arbitration Act. Performs administrative functions for arbitration boards, e.g. sells copies of arbitration awards; sponsors training programs for arbitrators; cooperates in publication of Labour Arbitration Cases covering awards throughout Canada. The Ontario Labour-Management Arbitration Commission publishes a monthly bulletin summarizing all awards received by the Commission.

## HOTELS

Hotels (travel accommodation), see Ind & Tour Tourism Marketing Br Ontario Travel. See also Tourist Facilities.

## HOUSE

House, see Legislative Assembly.

## HOUSEKEEPING

Housekeeping Services in Government Offices, see Govt Serv Property Management Br

## HOUSING

Housing, Ministry of, see HOUSING Branch Name. See also HUDAC New Home Warranty Program.

## HOUSING AUDIT OPERATIONS BR

416-965-9898

HOUSING, AUDIT OPERATIONS BR is responsible for the ministry's audit function. For a description of the function see first entry under Audit.

## HOUSING AUTHORITIES

Housing Authorities, see Housing OHC Housing Operations Br (Ontario), also Housing OHC Operational Planning Br

## HOUSING BUSINESS IMPROVEMENT AREA

416-965-2826

HOUSING, BUSINESS IMPROVEMENT AREA (BIA) PROGRAM, Community Renewal Br. Section 361 of the Municipal Act provides local business communities with the legislation to help upgrade commercial districts. The BIA concept is a self-help mechanism to improve, beautify and maintain municipally owned lands, buildings and structures beyond the normal works of municipalities and to promote the area as a business and shopping district. Funds are provided by local business groups and managed by a board of management. Local groups request municipality to designate a BIA. Once a BIA is designated, a board of management is formed to manage the current year budget outlining the improvement and the promotion program. Upon approval of this budget by municipal council, funds are paid out to the board by the Municipal Treasurer. See also Housing Ontario Home Renewal, Housing Main Street Revitalization, and Housing Downtown Revitalization for other programs of this branch.

## HOUSING COMMUNICATIONS BR

416-965-9780

HOUSING, COMMUNICATIONS BR serves as the information service for the Ministry of Housing, including such components as Ontario Housing Corporation (OHC), Ontario

Mortgage Corporation (OMC) and Ontario Land Corporation. For a description of activities see first entry under Information Service.

### **HOUSING COMMUNITY HOUSING NON-PROFIT HOUSING CORP**

**HOUSING, COMMUNITY HOUSING, NON-PROFIT HOUSING CORPORATIONS.** Various forms of assistance are available to provincially and municipally-owned non-profit housing corporations whose main purpose is to supply adequate low-rental and rent-geared-to-income accommodation for families and individuals. The Ministry of Housing is responsible for the project review, approval and inspection process. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs see Housing Community Housing, Program name. To apply for this type of housing contact local municipal offices to confirm if municipal non-profit housing corporations exist in the community.

### **HOUSING COMMUNITY HOUSING PRIVATE ASSISTED RENTAL**

**HOUSING, COMMUNITY HOUSING, PRIVATE ASSISTED RENTAL PROGRAM.** Under this program the Ontario Housing Corporation enters into agreements with private landlords. Landlord designs, constructs, owns and operates the housing project. Landlord makes available for a minimum of 15 years up to 100% of the units for rental to applicants from Ontario Housing Corporation waiting lists. Tenant pays rent-geared-to-income. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing Program name. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or housing authority (see Appendix for list).

### **HOUSING COMMUNITY HOUSING RENT SUPPLEMENT**

**HOUSING, COMMUNITY HOUSING, RENT SUPPLEMENT PROGRAM.** Under this program the ministry enters into agreements with private landlords to provide eligible tenants with rent-geared-to-income housing. Landlord offers up to 25% of units to house tenants from Ontario Housing Corporation (OHC) waiting lists. Tenant pays rent-geared-to-income; OHC pays subsidy to landlord. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing, Program name. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or housing authority (see Appendix for list).

### **HOUSING COMMUNITY HOUSING RURAL**

**HOUSING COMMUNITY HOUSING, RURAL HOUSING PROGRAM.** In cooperation with Canada Mortgage & Housing Corporation (CMHC) the ministry assists in the provision of housing units for families in rural and remote areas. Where a need has been established, a limited number of rent-geared-to-income developments for senior citizens may be built in municipalities and unorganized communities with populations of less than 2,500. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing Program name.

**HOUSING COMMUNITY HOUSING SENIOR CITIZEN & FAMILY**

HOUSING, COMMUNITY HOUSING, SENIOR CITIZEN & FAMILY. This Ministry is responsible for the project review, approval and inspection for various forms of assistance available to provincially and municipally-owned non-profit housing corporations whose main purpose is to supply adequate moderate rental housing for families, individuals and senior citizens. The Ministry also administers programs to allow Ontario Housing Corporation and municipal housing corporations to develop public housing to meet the needs of low-income families and senior citizens. Programs are administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing Program name. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or housing authority (see Appendix for list).

**HOUSING COMMUNITY PLANNING ADVISORY BR**

416-965-3352

HOUSING, COMMUNITY PLANNING ADVISORY BR provides community planning service and advice to municipalities, the development industry and the public. Administers a program of grants which provides financial aid to smaller municipalities (pop. 15,000 or less) for the development of locally oriented community planning programs. These include: preparing or updating official plans and zoning by-laws, assistance to regional, county or district governments in preparing land severance policies, funding preparation of required secondary plans, funding planning programs for unorganized territories, funding strategy plans for municipalities not included in a defined planning area. Municipalities must contact regional offices listed in the Appendix to apply for grants. Municipalities are responsible for designating mobile home parks by passing zoning by-laws under the Planning Act.

**HOUSING CORPORATE SECRETARY**

416-965-9798

HOUSING, CORPORATE SECRETARY'S Office provides corporate secretarial services to Boards of Directors of all Crown Agencies of the Ministry (Ontario Housing Corporation, Ontario Land Corporation and Ontario Mortgage Corporation). Receives resolutions from municipalities requesting participation in various housing and related programs of the Ministry.

**HOUSING DOWNTOWN REVITALIZATION PROGRAM**

416-965-2826

HOUSING, DOWNTOWN REVITALIZATION PROGRAM under the Community Renewal Branch is designed to help eligible municipalities with a maximum population of 125,000 receive public investment for Seeding Projects to restore confidence in the community's core area. Subject to availability, funds are provided by the province in the form of partially recoverable loans up to a maximum two-thirds of the approved cost of the project. See also Housing Ontario Home Renewal Program, Housing Business Improvement Area and Housing Main Street Revitalization Program for other programs of Housing Community Renewal Br.

**HOUSING FINANCE BR**

416-965-9762

HOUSING, FINANCE BR supplies the ministry with financial management services. For a description of activities see first entry under Accounting.

**HOUSING LAND OPERATIONS BR**

416-965-0250

HOUSING, LAND OPERATIONS BR is responsible for the supervision of engineering and professional service contracts for all Ontario Land Corporation (OLC) development projects, except North Pickering and Townsend. It also manages provincially-owned properties within the North Pickering site and provides liaison with Ministry of Government Services in the management of other OLC lands, including Townsend.

**HOUSING LEGAL SERVICES BR**

416-965-9849

HOUSING, LEGAL SERVICES BR provides legal services for all branches of the Ministry of Housing including the Ontario Housing Corporation and the Ontario Mortgage Corporation. For a description of activities see first entry under Legal Services.

**HOUSING LOCAL PLANNING POLICY BR**

416-965-5890

HOUSING, LOCAL PLANNING POLICY BR develops policy, legislation and recommends community planning standards to apply at the local government level (municipalities), consistent with provincial objectives. Activities include review of planning statutes; formulation of advisory publications on official plans, zoning techniques and land use planning policies; and issuance of policy circulars on matters such as urban planning standards, design guidelines for housing subdivisions and the development of mobile home parks.

**HOUSING MAIN STREET REVITALIZATION PROGRAM**

416-965-2826

HOUSING, MAIN STREET REVITALIZATION PROGRAM under the Community Renewal Br is designed to help small Ontario communities with populations of 30,000 or less to upgrade their downtown areas using the Business Improvement Area (BIA) concept as a starting point (see Housing, Business Improvement Areas). Since smaller municipalities often are not able to generate the financing needed to initiate BIA projects, the province provides low-interest loans of up to \$150,000 to help the community improve and beautify municipally owned lands and buildings in eligible areas. See also Housing Ontario Home Renewal Program, Housing Business Improvement Areas and Housing Downtown Revitalization Program for other programs of Housing Community Renewal Br.

**HOUSING MANAGEMENT PLANNING & EVALUATION BR**

416-965-0193

HOUSING, MANAGEMENT PLANNING & EVALUATION BR, part of the Policy & Program Development Secretariat, ensures that the ministry has a comprehensive planning and evaluation system so that its resources are efficiently utilized. Coordinates development of multi-year plan, estimates and management-by-results statements. Maintains and analyzes information to accurately reflect present and future environment for the development of appropriate programs. Surveys & Statistical Analysis Section (965-7025) furnishes background data for policy development. Administers the municipal housing policy program which provides grants and technical analysis to municipalities for local housing policy statements.

**HOUSING MANAGEMENT SYSTEMS BR**

416-965-9905

HOUSING, MANAGEMENT SYSTEMS BR provides management consulting, systems development and data processing services to the Ministry and its agencies. This includes records management, forms design and control, manuals management. In the process works closely with other ministries and agencies of the provincial government.

**HOUSING MARKET SURVEYS SECTION**

416-965-9834

HOUSING, MARKET SURVEYS SECTION under the Community Development Wing carries out Municipal Housing Statements (MHS) for municipalities under 10,000 in population that wish to use the Ministry's services. An MHS, including an Assisted Housing Survey (AHS), is a study of the total housing market of a municipality and is a prerequisite for Provincial Assisted Housing Programs.

**HOUSING MARKETING & LONG TERM PLANNING BR**

416-965-9164

HOUSING, MARKETING & LONG TERM PLANNING BR is responsible for long term market analysis, marketing and planning for all provincial land held by the Ontario Land Corporation for residential, commercial and industrial development (e.g., industrial parks). Responsibility includes related long term financial and economic planning and capital financing. Major developments in the land development program include the new communities of North Pickering and Townsend and projects in Malvern, Saltfleet, Hamilton Mountain, Kitchener and Windsor. For information on the North Pickering and Townsend Projects, see Housing North Pickering Project and Housing Townsend Community Development Project. For information on land available for lease contact Housing Land Operations Br (965-0250) for North Pickering, AG & Food Foodland Development Br (965-9433) for agricultural land, and Govt Serv Realty Services Br Property Administration (965-2040) for the other areas.

**HOUSING MINISTRY OFFICE**

416-965-0194

HOUSING, MINISTRY OFFICE provides administrative services for the Minister and the Deputy Minister. Maintains liaison with Cabinet Office, Policy & Priorities Board, Management Board and other ministries and agencies.

**HOUSING NIAGARA ESCARPMENT DEVELOPMENT CONTROL**

416-681-1555

HOUSING, NIAGARA ESCARPMENT DEVELOPMENT CONTROL Hearing Office in Burlington conducts hearings on appeals from decisions made by the Niagara Escarpment Commission.

**HOUSING NORTH PICKERING COMMUNITY & EAST ONT**

416-965-9168

HOUSING, NORTH PICKERING COMMUNITY & EASTERN ONTARIO REGION BR is responsible for the planning and development of the North Pickering new community of 90,000 located on a provincially-owned site in the Town of Pickering, Region of Durham. Responsibility also includes all other provincial land development projects in eastern and northeastern Ontario.

**HOUSING OFFICIAL PLANS BR**

416-965-6418

HOUSING, OFFICIAL PLANS BR processes and recommends for approval by the Minister of Housing all official plans and official plan amendments submitted by municipalities. Also evaluates and recommends the endorsement of interim land severance and interim planning policies to the Minister and reviews housing policy statements. Answers inquiries from municipalities and the public on land use planning matters.

**HOUSING OHC COMMUNITY RELATIONS**

416-965-9724

HOUSING, OHC, COMMUNITY RELATIONS SECTION of the Operational Planning Branch acts as a resource to community relations workers in the field to assist with social problems as well as recreation for tenant families, senior citizens and persons with permanent disability in Ontario Housing Corporation (OHC) rent-geared-to-income housing. Also works to help residents integrate into the community.

**HOUSING OHC HOUSING OPERATIONS BR**

416-965-9733

HOUSING, OHC, HOUSING OPERATIONS BR (Ontario) provides direction to 57 Housing Authorities and 5 Direct Management Operations (listed in the Appendix) in all matters relating to Ontario Housing Corporation's (OHC's) rent-geared-to-income program. Assisted rental housing, as the program has come to be known, is available in all major cities and most towns throughout Ontario. Tenant applications and complaints are made to the local housing manager. See also Housing Operations Branch (Metro), Tel. 965-9434.

**HOUSING OHC HOUSING OPERATIONS BR (METRO)**

416-965-9434

HOUSING, OHC, HOUSING OPERATIONS BR (METRO) provides direction to Metro Toronto district offices in all matters relating to Ontario Housing Corporation's (OHC's) rent-geared-to-income program. Tenant applications are made to Housing Registry (965-9915). Complaints should first be directed to on-site project manager. Tenant Inquiry Board (789-7901) operates a 24 hour maintenance service for after-hour maintenance problems. District offices are listed in the Appendix.

**HOUSING OHC MAINTENANCE ENGINEERING**

416-965-9098

HOUSING, OHC, MAINTENANCE ENGINEERING Br is responsible for the design and construction for modernization and improvement, and to advise on maintenance matters for Ontario Housing Corporation (OHC) rent-geared-to-income buildings.

**HOUSING OHC OPERATIONAL PLANNING BR**

416-965-9810

HOUSING, OHC, OPERATIONAL PLANNING BR performs policy development and program evaluation with respect to public housing management, including community relations and tenant placement. Also administers appointments to local Housing Authorities and coordinates preparation and revision of management and training manuals and handbooks. Tenant Placement Section (965-9865) coordinates placement of families, senior citizens and persons with permanent physical disability who have applied for rent-geared-to-income housing. Housing is offered to applicants in greatest need when vacancies occur. For information on the community relations function of this branch, see Housing OHC

Community Relations. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or Housing Authority (see Appendix for list).

**HOUSING ONTARIO HOME RENEWAL PROGRAM**

416-965-2826

HOUSING ONTARIO HOME RENEWAL PROGRAM (OHRP) provides per capita grants to municipalities to administer directly as loans to owner-occupants whose adjusted annual family income is \$12,500 or less. The grants are for the repair of faulty structural and sanitary conditions and the upgrading of the plumbing, heating, insulation and electrical systems of the residences. Not all municipalities have applied to be part of the OHRP. Eligible residents can contact local municipality if OHRP grants are available. In unorganized territories the OHRP is administered through Ministry of Northern Affairs Offices. See also Housing Business Improvement Area, Housing Downtown Revitalization Program and Housing Main Street Revitalization Program for other programs of Housing Community Renewal Br.

**HOUSING ONTARIO LAND CORPORATION**

416-965-2512

HOUSING, ONTARIO LAND CORPORATION (OLC) is the corporate vehicle for the Ministry's Land Development Wing, responsible for planning, developing and marketing all provincially-owned land acquired for development, including the new communities of Townsend and North Pickering.

**HOUSING ONTARIO MORTGAGE CORPORATION**

416-965-9135

HOUSING, ONTARIO MORTGAGE CORPORATION administers the repayment of mortgages and leases committed originally under various ministry lending programs.

**HOUSING OPERATIONS AND DEVELOPMENT CONTROL BR** 416-965-6418

HOUSING, OPERATIONS & DEVELOPMENT CONTROL Br administers Minister's zoning orders, part-lot control by-laws, validation of title, & road closing applications. Comments to the Ont. Municipal Board on municipal zoning by-laws. Coordinates delegation of Minister's powers to local jurisdictions (e.g., transfer of local official plans approvals to regional municipalities & land severance approvals to Northern Ontario planning boards). Monitors land severance decisions of delegated boards, committees of adjustment & land division committees. Administers land severance applications in Northern Ontario. Reviews applications for municipal annexations, quarries & pipelines. Processes Niagara Escarpment Dev Control appeals. Provides technical, administrative & statistical support for the Plans Admin. Div. Coordinates ministry review of environmental assessments. Prepares publications on the planning process. Takes part in special projects (e.g., review of land use planning reports).

**HOUSING PARKWAY BELT SECTION**

416-965-3243

HOUSING, PARKWAY BELT SECTION under the Community Planning Wing manages the activities involved in the Parkway Belt System. The System is a major part of the Toronto-Centred Region Concept that is designed to provide for urban areas physically arranged in two tiers to the west and east of Toronto.

**HOUSING PERSONNEL BR**

416-965-9401

HOUSING, PERSONNEL BR performs the personnel functions for the Ministry of Housing. Ontario Housing Corporation (OHC) Housing Operations Br (Metro) performs its own personnel functions (965-9831). For a description of functions see first entry under Personnel.

**HOUSING POLICY AND PROGRAM DEVELOPMENT**

416-965-0163

HOUSING, POLICY AND PROGRAM DEVELOPMENT SECRETARIAT provides the ministry with policy development by evaluating and designing alternatives to present policies and programs and formulating new approaches so the Ministry pursues goals more effectively. Provides intergovernmental liaison to make Ministry aware of and respond to changing housing policy and program issues at all levels of government (965-7867). See also Housing, Management Planning & Evaluation Br, part of the Secretariat listed separately in this Index for other functions.

**HOUSING POLICY STATEMENTS**

Housing Policy Statements, see Housing Management Planning & Evaluation Br, Housing Official Plans Br and Housing Market Surveys Section.

**HOUSING PROJECT PLANNING BR**

416-965-1637

HOUSING, PROJECT PLANNING BR provides comprehensive planning services to the Ministry on land development, community planning and other specific planning projects, based upon thorough physical, social, economic, environmental and engineering analysis. The branch ensures that the interests of other ministries and levels of government and the public are taken into account as they relate to various projects. A Planning Group in the branch provides planning information on these projects to housing production agencies, Members of Provincial Parliament, government agencies and the public.

**HOUSING REGISTRY**

Housing Registry for assisted rental housing in Metro Toronto, see Housing OHC Housing Operations Br Metro.

**HOUSING SUBDIVISIONS BR**

416-965-6418

HOUSING, SUBDIVISIONS BR implements Ministry programs designed to provide adequate housing within a sound planning framework. The province is responsible for approving plans of subdivisions and condominiums across Ontario (except where approval power has been delegated to a regional municipality). The branch ensures that these decisions conform to local, provincial and federal policies.

**HOUSING SUPPLY & SERVICES BR**

416-965-9713

HOUSING, SUPPLY & SERVICES BR supplies the Ministry of Housing, Ontario Housing Corporation and Ontario Mortgage Corporation with administrative services, including purchasing (965-9749). For a description of functions see first entry under Administrative Services. The ministry library (965-9720) is part of this branch.

**HOUSING TECHNICAL SERVICES DIV**

416-965-9728

HOUSING, TECHNICAL SERVICES DIV coordinates architectural, engineering and appraisal services to the ministry's Community Housing Division. Its Research & Development Section (965-9108) carries out special studies on building materials in use, energy conservation measures, etc. The Complaints Section (965-9866) looks after complaints from persons who purchased houses under the Home Ownership Made Easy (HOME) Plan which has been discontinued. The Chief Architect's and Chief Engineer's branch functions are described individually in this index. See Housing, Technical Services Div, Branch Name.

**HOUSING TECHNICAL SERVICES DIV ARCHITECT'S BR**

416-965-9929

HOUSING, TECHNICAL SERVICES DIV, ARCHITECT'S BR. The Chief Architect's Br provides architectural design, administrative and consultation services to the Ontario Housing Corporation housing production branches, the Ministry of Housing and Ontario Mortgage Corporation on all housing programs.

**HOUSING TECHNICAL SERVICES DIV ENGINEER'S**

416-965-9616

HOUSING, TECHNICAL SERVICES DIV, ENGINEER'S BR. The Chief Engineer's Br ensures that all Ontario Housing Corporation (OHC) projects constructed under the Community Housing Division programs comply with building code and OHC requirements. Ensures that site grading and site servicing of subdivisions developed under the Land Sales program comply with municipal subdivision requirements. This involves engineering reviews of drawings and field supervision.

**HOUSING TOWNSEND COMMUNITY & WESTERN ONTARIO**

416-965-9168

HOUSING, TOWNSEND COMMUNITY & WESTERN ONTARIO REGION BR is responsible for the planning and development of a new community on a provincially-owned site in the City of Nanticoke, Region of Haldimand-Norfolk. All other provincial land development projects in western and northwestern Ontario are the responsibility of this branch.

**HUDAC NEW HOME WARRANTY PROGRAM**

416-922-3005

The Ontario New Home Warranties Plan Act which came into effect Dec. 31, 1976, requires registration of all builders of new homes including condominiums and mobile homes with the Housing & Urban Development Ass'n. of Canada (HUDAC) New Home Warranty Program, a non-profit corporation. The self-financing program provides a warranty that new and previously unoccupied homes sold after the end of 1976 are free from defects for one year and from major structural faults for an additional four years. The Corporation will handle complaints from buyers of new homes, condominiums and mobile homes. Both builders and buyers can file appeals on Corporation decisions with the Commercial Registration Appeal Tribunal. Program covers mobile homes placed on permanent foundations for permanent occupancy and meeting applicable building codes.

**HUMAN RIGHTS**

416-965-6101

LABOUR, RESEARCH BR provides information on wages, labour relations, occupational

health and safety, collective bargaining, working conditions, quality of working life, **human rights**, employment and unemployment trends, labour market conditions and manpower, occupational data on women in the Ontario Public Service and on women in management. Provides internal policy analysis. Collects, analyzes and maintains a library on Ontario Collective Bargaining Agreements (965-6886). Maintains a library containing other labour related material (965-1641).

416-965-6841

**ONTARIO HUMAN RIGHTS COMMISSION** administers the Ontario **Human Rights** Code to achieve equal treatment for all people in the areas of employment, housing, public accommodation, services and facilities such as hotels and restaurants, and related advertising, regardless of race, creed, colour, age, sex, marital status, nationality, ancestry or place of origin. Investigates and conciliates complaints of discrimination. Promotes public education to eliminate prejudice and provides publications on **human rights**. Undertakes resolution of community problems involving race and ethnic relations when tensions threaten to erupt into violence. The Commission reports to the Legislature through the Minister of Labour. Contact Ministry of Labour regional offices listed in the Appendix.

### **HUMAN TISSUE GIFT ACT**

Human Tissue Gift Act, see Sol Gen Chief Coroner's Office.

### **HUNTER DAMAGE COMPENSATION**

416-965-5971

**AG & FOOD, LIVESTOCK BR** promotes production of livestock and high quality livestock products through management improvement programs and grants for Ontario producers. Maintains laboratories where milk samples are tested for butterfat content and a laboratory where feed samples are analyzed. This branch is responsible for acts affecting livestock producers, e.g., the **Hunter Damage Compensation Act**, the Artificial Insemination of Livestock Act (issuance of licences to providers of artificial insemination services for livestock), the Beef Cattle Marketing Act (licences of cattle dealers). Other acts provide for: the grading of livestock and poultry and the regulation of stock yards, licences to those who conduct auctions of pure-bred livestock, payment of licence fees to the Ont. Sheep Ass'n on the sales of wool. Livestock specialists are available to give management advice to producers throughout Ontario.

### **HUNTING**

Hunting, see also Hunter Damage Compensation.

416-965-4008

**IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION** accepts collect calls (965-3448 for calls in French). Provides Ontario travel counselling to the public. Supplies information and publication on tourist attractions, accommodations, campgrounds & parks (incl. trails, canoe routes), events, festivals, exhibitions & tours, facilities for **hunting**, summer & ice fishing, boating, skiing & other winter activities. Distributes road and tourist maps. Reports on up-to-date ski & winter road conditions, fall colour & campgrounds vacancy. Operates nine travel information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald Block). Eleven travel information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

416-965-5134

NAT RES, ADMINISTRATIVE SERVICES BR, besides the usual administrative services functions, operates a public service centre which serves the public through these units: Aerial Photo Unit (965-1123) which provides aerial photographs; Map Unit (965-6511) which provides topographical and geographical maps including canoe routes; Mines Publications Unit (965-1348) which provides publications on mining; and **Hunting** and Fishing Licences Sales (965-6512). **Hunting** and fishing licences are also available from ministry regional or district offices (listed in the Appendix) and some sporting goods stores. For a description of administrative service functions, see first entry under Administrative Services. The branch also provides information on frog, turtle & snake identification (965-5134).

416-965-2761

NAT RES, FINANCIAL SERVICES BR, besides the financial management and accounting functions as outlined in the first entry under Accounting, is responsible for appropriations control, development of accounting and costing systems, financial and cost analyses, pre-audit controls and procedures. Prepares claims under federal-provincial agreements; controls collateral securities and collects records and reports on revenue from timber operations, sales and leases of Crown land, mining operations, provincial parks operations, fish and wildlife licences and sundry other cash receipts. For fish and wildlife (**hunting**) licences sale, see Nat Res Administrative Services Br or contact ministry regional or district offices (listed in the Appendix).

416-965-2745

NAT RES, PROVINCIAL PARKS BR manages provincial parks, canoe routes, water access points, snowmobile trails, waterfowl **hunting** areas. Also manages park campgrounds, trails and concessions. Cooperates with federal government and municipalities in planning parks and provides financial assistance to municipalities for park development. For general information on parks contact 965-3081 and for park vacancy reports during the summer months call 967-0427 9 A.M. to 9 P.M., seven days a week. Develops and coordinates provincial parks planning and other public recreation facilities (965-3981). Assists other government and private agencies with related planning. Contact regional or district offices listed in Appendix.

416-965-4251

NAT RES, WILDLIFE BR manages Ontario's wildlife resources: manages habitat; reviews and recommends management practices and policy; recommends and enforces related laws and regulations; manages wildlife including moose, deer, bear, upland game, waterfowl, endangered species and all flora & fauna excluding fish. Measures hunter participation and harvest; determines **hunting** seasons; operates Provincial Wildlife Areas for wildlife-oriented recreation. Reviews land use planning and resources development in Northern Ontario to ensure that wildlife interests are considered. Conducts research on wildlife management, diseases and behavior (Maple, 832-2761). Contact regional or district offices listed in the Appendix. See also Nat Res Wildlife Br Wildlife Services Section for other activities of this branch.

416-965-3345

NAT RES, WILDLIFE BR, WILDLIFE SERVICES SECTION regulates use of furbearers and issues licences to fur buyers and tanners. Administers resource development agreement between the Ontario Ministry of Natural Resources and the federal Department of Indian Affairs and Northern Development to develop Ontario renewable natural resources for the improvement of social and economic status of native peoples. Hunter Training Safety Program (965-4251) certifies hunter safety instructors and trains Ministry **hunting** licence

examiners. See also Nat Res Wildlife Br. Contact regional or district offices listed in the Appendix.

## HURONIA

705-526-7838

**CULT & REC, HURONIA HISTORICAL PARKS.** The Ministry operates & maintains historic sites at Midland, Sainte Marie among the Hurons and at Penetanguishene, the Historic Naval & Military Establishments. Ste. Marie, once a 17th century French Jesuit mission, has been reconstructed on its original site. The Naval & Military Establishments is a restored & reconstructed 19th century British naval base & military garrison. Both are open to the public mid-May to Labour Day; Ste Marie is open until the Canadian Thanksgiving. The historical attractions are operated to promote an appreciation of the native Indian, French & British heritage of Ontario. Costumed staff demonstrate skills & crafts of the eras. A resource library, open to the public year round, provides information on sites planning & programming. Contact **Huronian Historical Parks**, P.O. Box 160, Midland, Ont. L4R 4K8 (705-526-7838).

## HYDRAULIC

416-965-1271

**NAT RES, ENGINEERING SERVICES BR** is responsible for design, construction and maintenance of dams, docks and other **hydraulic** structures and improvements. Does special engineering, water management, shoreline management and hydrology studies to prevent flooding and erosion. Also coordinates resource access construction and maintenance (e.g., water access and road programs). Administers The Lakes and Rivers Improvement Act which regulates the construction and operation of dams and diversions in the province.

## HYDRO

Hydro, see Ontario Hydro

## HYDROLOGY

416-965-2105

**ENV, WATER RESOURCES BR HYDROLOGY & Monitoring Section** coordinates water quality and quantity programs related to lakes and other inland waters. Provides geotechnical support for ministry hydrogeological and ground water development and protection programs. Issues licences to contractors of water wells and participates in policy making and application of the water taking permit program. Contact regional or district offices listed in the Appendix.

416-965-1271

**NAT RES, ENGINEERING SERVICES BR** is responsible for design, construction and maintenance of dams, docks and other hydraulic structures and improvements. Does special engineering, water management, shoreline management and **hydrology** studies to prevent flooding and erosion. Also coordinates resource access construction and maintenance (e.g., water access and road programs). Administers The Lakes and Rivers Improvement Act which regulates the construction and operation of dams and diversions in the province.

416-248-3661

**TR & COMM, DESIGN & CONSTRUCTION BR** develops policy to administer provincial roads and highways construction program. Reviews, updates and develops new design and construction policies, procedures, specifications, standards and technology for use by regional designer and regional construction; monitors and analyzes their application.

Provides technical construction expertise to regional offices. Supplies ministry projects with special engineering design services, detailed design of electrical facilities and drainage and **hydrology** studies. Reviews contract documents, prepares them for advertising; processes contract awards and monitors contract payments. Monitors regions to ensure that policies and procedures for administering construction contracts are met. Ministry's regional and district offices are listed in the Appendix.

## ICE FISHING

Ice fishing, see Ind & Tour Tourism Marketing Br Ontario Travel.

## ICE HUTS

416-965-6967

ENV, POLLUTION CONTROL BR MUNICIPAL AND PRIVATE Section deals with municipal and private sewage and municipal water supply. Provides liaison with federal agencies including coordination of federal grants to municipalities for sewage and water works. Deals with regulations and standards for pollution control relating to septic tanks, boating (pleasure craft), marinas, **ice huts** and municipal sewage treatment plants. Specific activities include phosphorous removal at all municipal sewage treatment plants (to safeguard Great Lakes water quality), urban drainage management and sewage sludge use on farm land. Also is involved with policies dealing with the provision of safe drinking water. Contact regional or district offices listed in the Appendix. Inspection and approval of septic tanks is done by county or regional health units under agreement with the Crown (except in areas where no agreement is in effect, e.g., Muskoka, Parry Sound, North Bay & Ottawa-Carleton where this service is done by Ministry's regional or district offices).

## IMA

IMA, see Intgov Aff Subsidies Br

## IMMIGRANTS

Immigration to Canada is controlled by the Federal Government. For information contact closest Employment & Immigration Department Office.

416-965-2285

CULT & REC, NEWCOMER SERVICES BR programs relate to reception, orientation and language training of **immigrants**. The multicultural Ontario Welcome House at 8 York Street, Toronto provides English as a Second Language (ESL) instruction linked with day care (965-2365) and multilingual counselling and assistance in gaining access to government and social agencies (965-3021). Multilingual receptionists at the Toronto International Airport (678-2540) assist **immigrants** upon arrival. Print and audio-visual materials and information on ESL teaching and classes are available from the ESL clearing house (965-4331). For orientation resource materials for newcomers and counsellors and teachers of newcomers, and for information on setting up parents' and preschoolers' and other community-based English, orientation, citizenship classes, contact 965-2285. For information on newcomer intergration (NI) project grants and newcomer language/orientation classes (NLOC) grants contact Ministry of Culture and Recreation field offices listed in the Appendix.

416-965-2891

CULT & REC, TRANSLATION BUREAU provides translation services for government ministries and special purpose bodies on a charge-back basis and provides a free service for landed **immigrants** who need official documents translated into English in order to find work or pursue their education and training in Ontario. The French Language Service Section

(965-2891) is located at M1-49, Macdonald Block, Queen's Park, Toronto. The Multilingual Service Section (965-1458) for all languages other than French is located at the Ontario Welcome House, 2nd Flr., 8 York St., Toronto.

416-965-2624

**EDUC, INFORMATION SYSTEMS & RECORDS BR** is in charge of: issuance of certificates to elementary and secondary school teachers (965-2600), evaluation of teaching qualifications (965-6126), evaluation of foreign educational documents of landed **immigrants** for employment or study at the elementary and secondary school levels (965-1356), admission of teachers to Ministry summer courses (965-4487), secondary school diplomas and scholarships (965-7291), transcripts of student records (965-7291), transcripts of training courses for teachers (965-2600), and cataloguing of private schools (965-6802). Provides coordination, research and evaluation of management information gathered from school boards, schools, teachers and students (965-6802). Compiles, analyzes and disseminates statistics relating to all aspects of education (965-2660). Coordinates the ministry's French language services (965-5481).

416-482-1111

**HEALTH, ENROLMENT BRANCH** enrolls all persons eligible for the Ontario Health Insurance Plan (OHIP); maintains records and answers all questions regarding enrolment and insured status. **Immigrants** receive health insurance coverage from date of application provided they apply within 90 days of landing in Ontario. Reviews eligibility for insured services. Administers program relating to: OHIP premium assistance based on taxable income and OHIP premium exemption based on age. Senior citizens 65 years of age or over who have resided in Ontario for the 12 months preceding application are eligible. Spouses of eligible senior citizens are also covered by premium exemption. Also provides service to employers in administration of their insured groups. Contact district offices listed in the Appendix (in Toronto, 482-1111).

416-965-2301

**HEALTH, PUBLIC HEALTH BR, CHEST DISEASE SERVICE** provides diagnostic services for tuberculosis and other respiratory diseases and ambulatory treatment for tuberculosis through district chest clinics. Conducts chest examination of miners. Also processes applications of prospective **immigrants** with chest disease.

## IMMUNIZATION

416-965-4094

**HEALTH, PROGRAM ADVISORY BR, COMMUNICABLE DISEASES** Section controls communicable disease by collecting data and keeping local Public Health Officers aware of disease trends. Provides Medical Officers with drugs for **immunization** and for treatment of leprosy, and with rabies vaccine and snake antivenin. Provides supplementary field service when necessary to prevent and control disease. See also other sections in Health Program Advisory Br described separately.

## INCORPORATION

416-963-0387

**CCR, COMPANIES SERVICES BR** processes articles of **incorporation**, articles of amendment of business corporations, and applications for **incorporation** of churches, non-profit corporations and cooperatives, and issues letters patent (charters) with respect to them. Processes applications for licences in mortmain and extra-provincial licences. See also other sections of this branch described separately.

416-963-0543

CCR, COMPANIES SERVICES BR CORPORATION INFORMATION Section maintains records on Ontario corporations including their filing of notices of change, by-laws, special resolutions, cancellation of charters (letters patent, certificates of **incorporation**) and extra-provincial licences. Also deals with arrears statements re notices of change, default notices and revival of corporations.

416-963-0389

CCR, COMPANIES SERVICES BR RECORDS Section deals with searches of corporations, files, certificates of corporation status and registration of corporation securities such as corporate mortgages, bonds, debentures (963-0390). Can provide copies of documents (e.g. articles of **incorporation**, annual returns) of corporations in Ontario.

416-963-0373

CCR, COMPANY LAW BR provides legal counselling to the Companies Division and handles inquiries of legal nature from the public about: **incorporation** of business and non-profit corporations, licences in mortmain, extra-provincial licences, registration of partnerships and sole proprietorships, names and name style registration by corporations, and registration of securities registered against the personal property of corporations, e.g. corporate bonds, debentures, trust indentures and corporate mortgages. This includes sorting out deficiencies in the applications submitted to the Companies Services Branch.

416-963-0515

CCR, CREDIT UNIONS & COOPERATIVES SERVICES BR administers the legislation affecting credit unions and cooperatives. Supervises credit unions, caisses populaires and cooperatives, including their **incorporation**, management, audit and dissolution. Gives advice and information to credit unions, caisses populaires and cooperatives. Handles inquiries and complaints concerning them.

## IND & TOUR COMMUNICATIONS DIV

416-965-5466

IND & TOUR, COMMUNICATIONS DIV has two branches: a media relations branch and a communications services branch providing the ministry with information service including photography, audio-visual, publications, releases, speeches, media liaison and other services (see first entry under Information Service). Operates a library (965-5411) of still and motion pictures to lend to groups interested in tourism. Catalogues of films available. See also Ind & Tour Communications Div Advertising.

## IND & TOUR COMMUNICATIONS DIV ADVERTISING

416-965-3255

IND & TOUR, COMMUNICATIONS DIV, ADVERTISING SECTION promotes tourism in Ontario through advertising in consumer media and travel trade publications. Also advertises industry and trade development in Ontario and abroad. Agency of Record purchases advertising print space and broadcast time for all ministries, boards and commissions of the Ontario Government. Government information communications program (Ontario 20) provides government information to ethnic or multicultural and non-urban communities through weekly newspapers, ethnic publications, radio and television.

## IND & TOUR CONSULTATIVE SERVICES BR COUNSELLING

416-965-5494

IND & TOUR, CONSULTATIVE SERVICES BR, COUNSELLING provides counselling services to those starting a small business, to inventors and entrepreneurs who wish to

commercialize their ideas, and to businesses that need technical assistance in metric conversion. Counselling to inventors includes information on what a patent is, how a patent-search can be conducted at the lowest cost, how to determine product marketability. Advises companies individually on marketing and exports, financial problems and business planning, and assists small companies that do not have traffic managers to determine the most economical method of packing and shipping products to consumers. Encourages production improvement and cost reduction through industrial engineering counselling assistance and through an energy management counselling program. For business counselling contact Queen's Park: 965-0410 (manufacturing programs), 965-5494 (marketing and financial programs) or regional offices listed in the Appendix (in Metro Toronto, 491-7680). See also Ind & Tour Consultative Services Br Grants.

## **IND & TOUR CONSULTATIVE SERVICES BR GRANTS**

416-965-5494

IND & TOUR, CONSULTATIVE SERVICES BR, GRANTS provides financial assistance to small business for projects which use new technology to develop new or improved products or processes through the Ontario Program for the Advancement of Industrial Technology (OPAIT). Stimulates greater awareness of industrial design and improved product design in small secondary manufacturing industries through the Product Design & Development Program (PDDP). Aids inventors or entrepreneurs to develop a prototype and to determine feasibility of manufacturing the product through the Program to Encourage Product & Process Innovation (PEPPI). Contact Queen's Park: 965-0410 (manufacturing programs), 965-5494 (marketing and financial programs) or regional offices listed in the Appendix (in Metro Toronto 491-7680). See also Ind & Tour Consultative Services Br Counselling.

## **IND & TOUR DEVELOPMENT CORPORATIONS**

416-965-4622

IND & TOUR, DEVELOPMENT CORPORATIONS. The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern Ontario Development Corporation (NODC) assist in and encourage the development and diversification of Ontario industry by providing: financial assistance through incentive and term loans and bank guarantees; sites, facilities and services in two industrial parks; technical, business and financial information and advice. Tourism operations, secondary manufacturing industries and service industries allied to manufacturing may avail themselves of this service. Loans are available for establishing new operations such as tourist facilities, expanding present operations, introducing new products and technology, financing exports, purchasing and installing pollution control and energy conservation equipment. Contact corporation regional offices listed in the Appendix.

## **IND & TOUR FINANCE & SYSTEMS BR**

416-965-4303

IND & TOUR, FINANCE & SYSTEMS BR Estimates and Financial Reports Section coordinates multi-year plan and other related submissions. Develops internal financial information systems. Accounts Section (965-5296) is responsible for ministry's accounting services. For description of functions see first entry under Accounting. Systems Development Section (965-1873) develops and programs computer based applications for the ministry.

**IND & TOUR INDUSTRY & TRADE ANALYSIS BR**

416-965-7119

IND & TOUR, INDUSTRY & TRADE ANALYSIS BR Economic Analysis Section (965-5354) analyzes major industrial development issues to develop recommendations that will enhance the Ontario business environment. Market Research Section (965-4347) collects and analyzes international and domestic market data to assist expansion and diversification of Ontario manufacturing industry. Provides statistics and market data to industrial development and marketing officers and to the business community. Provides name of manufacturers of unusual or hard to find products. Publishes 'Ontario in Statistics' and 'Ontario Exports by Countries and Commodities'. A booklet on the exports business (Exporting Made Easier) is also available on request (965-8644).

**IND & TOUR INDUSTRY & TRADE DEVELOPMENT**

IND & TOUR, INDUSTRY & TRADE DEVELOPMENT, responsible for the ministry's international operations, is decentralized into three areas: NORTH AMERICA BR (965-1015), EUROPE BR (965-5715), SPECIAL AREAS BR (965-5288). Assists business and the manufacturing industry in developing trade leads and sales outlets. Investigates marketing problems; screens potential licensees or joint ventures partners; assists in capital projects abroad. Organizes trade, technology and business opportunity missions, international trade fairs. Counsels foreign companies seeking manufacturing investment opportunities in Ontario. North America Br has offices in New York, Chicago, Los Angeles. Europe Br covers all European countries with offices in Brussels, Frankfurt, London, Milan, Paris & Stockholm. Special Areas Br deals with remaining areas and has offices in Tokyo. This branch also assists architects, engineers, heavy equipment manufacturers in obtaining international capital projects.

**IND & TOUR INDUSTRY BR INDUSTRIAL DEV**

416-965-7196

IND & TOUR, INDUSTRY BR, Industrial Development Section assists in the development of industrial technology by: evaluating new materials, products and processes through contact with manufacturing industry, associations and research institutions; providing a consultative service on technology to industry on a sector basis; introducing new technology to businessmen through Product Development and Productivity Seminars in Ontario and Technology Missions abroad; providing information and assistance on energy management and conservation, industrial research, industrial waste utilization and pollution control methods. Also provides assistance and information to encourage the film industry in Ontario. The Section assists in the review and preparation of applications for loans and grants, available from the Federal or Provincial Governments. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Product-Manufacturing Development, and Ind & Tour Industry Br Industrial Services.

**IND & TOUR INDUSTRY BR INDUSTRIAL SERVICES**

416-965-7299

IND & TOUR, INDUSTRY BR, Industrial Services Section provides a consultative service, industrial development training courses and publications to inform and assist municipalities on development of industrial parks, industrial land use planning, and provincial and federal industrial development programs. Also provides plant location services to assist industry with expansion plans or new location requirements. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Industrial Dev and Ind & Tour Industry Br Product-Manufacturing Dev.

**IND & TOUR INDUSTRY BR PRODUCT-MANUFACTURING DEV**

416-965-5491

IND & TOUR, INDUSTRY BR, Product-Manufacturing Development Section assists the manufacturing industry to expand and diversify production by identifying opportunities through licensing arrangements, joint ventures, mergers and acquisitions, contracts and inventions, Product Prospecting Missions, Manufacturing Opportunity Days (MOD), Shows and Bulletins. A cooperative federal-provincial program between this ministry and the Department of Industry, Industry, Trade & Commerce has been developed to provide Ontario industries and the Ontario government with information on manufacturing industry statistics from a computerized data base. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Industrial Dev and Ind & Tour Industry Br Industrial Services.

**IND & TOUR INDUSTRY SECTOR POLICY BR**

416-965-5711

IND & TOUR, INDUSTRY SECTOR POLICY BR develops policy proposals for governmental consideration relating to the problems, needs and opportunities of industry on a sector basis. Develops analyses on a sector basis for the information of government officials and the business community. Provides Ontario comment to the federal Foreign Investment Review Agency (FIRA).

**IND & TOUR MANAGEMENT SERVICES BR**

416-965-4566

IND & TOUR, MANAGEMENT SERVICES BR provides the ministry with administrative services. See first entry under Administrative Services for a description of this function. Also provides the ministry with foreign language services (965-1587). Operates a library (965-3365) that has information on international trade, technology, tourism, small business, industry and related subjects. Permits access to its facilities for research purposes.

**IND & TOUR METRIC & STANDARDS SECRETARIAT**

416-965-6513

IND & TOUR, METRIC & STANDARDS SECRETARIAT provides information and coordination services to Ontario government ministries and agencies in their metric conversion and standards activities. Provides central resource file on all aspects of metric conversion. Provides Ontario Government position on metric conversion and standards in interprovincial and federal-provincial committees. Provides secretarial resources for interministerial metric conversion committees and task forces.

**IND & TOUR ONTARIO HOUSE**

IND & TOUR, ONTARIO HOUSE, Charles II St., London S.W. 1, England (Tel. 1-930-6404) is part of this Ministry's Industry & Trade Development Europe Branch operations. The Agent General, Ontario House is responsible for representational and other activities in Britain and Ireland on behalf of all Ontario Government ministries. In addition to performing the functions as described under Ind & Tour Industry & Trade Development entry, this office promotes Ontario tourism, assists Ontario manufacturers seeking technical and professional personnel not available from Canadian sources and provides the public, business groups and the media with information on Ontario.

**IND & TOUR ONTARIO PLACE CORPORATION**

416-965-7711

IND & TOUR, ONTARIO PLACE CORPORATION operates a 96 acre cultural, entertainment and recreation complex on three man-made islands on Lake Ontario, Toronto including exhibition pavilions, band shell, theatres, the giant-screen cinesphere, live entertainment, the Forum, restaurants, snack bars, boutiques, a marina, pedal boats, boat tours, the Canadian destroyer HMCS Haida, mini-golf, land rides, picnic areas, and a children's village with a water play area and play apparatus including a 370-ft four-flumed waterslide. Ontario Place arranges banquets, receptions all year, shows films for conventions and other groups of residents or tourists. Open daily May 17 to Sept. 16 (10 a.m. to 1 a.m. Mon-Sat; 10 a.m.- 10 p.m. Sun). All major attractions are free with admission (no admission charge for senior citizens). Contact Ontario Place Corporation, 955 Lakeshore Blvd. West, Toronto, Ontario, Canada M6K 3B9.

**IND & TOUR ONTARIO RESEARCH FOUNDATION**

416-822-4111

IND & TOUR, ONTARIO RESEARCH FOUNDATION in Sheridan Park, Mississauga, Ontario L5K 1B3 provides Canadian industry, consultants and government with a broad range of research and development and technological services through non-profit, contract industrial research. All work undertaken for clients is confidential. Multi-disciplinary, independent laboratory facilities of Ontario Research Foundation are used by over 1500 companies each year for projects ranging from short-term feasibility studies through product and process development to long-range scientific and engineering investigation.

**IND & TOUR OPERATIONAL REVIEW BR**

416-965-4510

IND & TOUR, OPERATIONAL REVIEW BR is responsible for the ministry's audit function. For a description of the function, see the first entry under audit. In addition, the branch is responsible for operational reviews of the Ministry's world-wide programs carried out through its offices abroad. These reviews evaluate effectiveness of these programs and provide vital input to Ministry decisions.

**IND & TOUR PERSONNEL BR**

416-965-4259

IND & TOUR, PERSONNEL BR performs personnel functions for the Ministry of Industry and Tourism. For a description of functions see first entry under Personnel.

**IND & TOUR PROGRAM PLANNING & ANALYSIS BR**

416-965-4011

IND & TOUR, PROGRAM PLANNING & ANALYSIS BR assists offices of the Minister, Deputy Minister and Ministry Policy Committee. Provides: strategic planning for development of industry, trade and tourism in Ontario; program evaluation procedures and ministry management-by-results reporting format. Coordinates special projects and research into issues that the ministry may be involved with in the future.

**IND & TOUR SELECTIVE PLACEMENT SECTION**

416-965-5331

IND & TOUR, SELECTIVE PLACEMENT SECTION under the Small Business Operations Division provides professional and skilled manpower counselling to Ontario business and in cooperation with Canada Employment & Immigration, overseas recruitment

assistance to Ontario employers. Contact Queen's Park or regional offices listed in the Appendix (in Metro Toronto, 491-7680).

**IND & TOUR SMALL BUSINESS OPERATIONS DIV**

416-965-3405

IND & TOUR, SMALL BUSINESS OPERATIONS Div, through 15 regional offices in Ontario, provides information and liaison services to the industrial community. Consultative Services Branch within this Division consolidates the advisory and consulting services to small business. See Ind & Tour Consultative Services Br entries for grants and counselling programs. See also Ind & Tour Selective Placement Section and Ind & Tour University Consulting Services for other programs of this Division. Regional Offices are listed in the Appendix.

**IND & TOUR TOURISM DEVELOPMENT BR**

416-965-4255

IND & TOUR, TOURISM DEVELOPMENT BR contributes to sound growth of tourism with programs designed to help existing & potential tourist facilities operators & investors through three functions: Industry Improvement, Planning & Project Development. Industry Improvement provides technical & business counselling to investors & entrepreneurs; provides info on funding by the Ontario Development Corporations; prepares planning & management manuals (e.g., operation of ski & other resorts, camps, marinas). Planning involves preparation & publicity of studies to identify potential investment & development opportunities of interest to the private sector. Project Development (965-7846) establishes feasibility of tourism projects of regional or provincial significance which may require some government assistance to ensure private development.

**IND & TOUR TOURISM MARKETING BR**

416-965-5764

IND & TOUR, TOURISM MARKETING BR promotes Ontario tourism & use of Ontario facilities for sales meetings and conventions. Tourism marketing, geared to the individual tourist and the travel trade, is conducted in domestic and international markets. Activities include mass advertising and promotion in the media; programs to expand sales of Ontario tours, packages and facilities by travel agents & operators; travel counselling; special promotions & on-going counsellor training; distribution of Ministry-produced travel films. The Tourism Market Analysis Section (965-5725) maintains a tourism data base and related information service for the industry and provides tourism research to support and direct ministry activities. For conventions & sales meetings, call collect 965-4354; for travel trade information, agents & operators can call collect 965-9991. See also Ind & Tour Tourism Marketing Br Ontario Travel.

**IND & TOUR TOURISM MARKETING BR ONTARIO TRAVEL**

416-965-4008

IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION accepts collect calls (965-3448 for calls in French). Provides Ontario travel counselling to the public. Supplies information and publication on tourist attractions, accommodations, campgrounds & parks (incl. trails, canoe routes), events, festivals, exhibitions & tours, facilities for hunting, summer & ice fishing, boating, skiing & other winter activities. Distributes road and tourist maps. Reports on up-to-date ski & winter road conditions, fall colour & campgrounds vacancy. Operates nine travel information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald

Block). Eleven travel information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

## IND & TOUR TOURISM OPERATIONS BR

416-965-3475

IND & TOUR, TOURISM OPERATIONS BR provides Tourism Industry Consultants throughout Ontario (see Appendix for list) to assist tourism development and marketing at the local and area level. Field staff provide advisory services on all phases of tourism planning, development and operation to tourism developers, tourist facilities owners and managers. Also provide liaison with municipal officials on tourism matters and assist tourism organizations to expand their programming. Staff supervise the Ontario Travel Association program and assist other branches of the Ministry with the implementation of various tourism programs within the Province. Licences are issued to tourism accommodation establishments that are not licenced by the Liquor Licence Board.

## IND & TOUR UNIVERSITY CONSULTING SERVICES

416-965-9380

IND & TOUR, UNIVERSITY CONSULTING SERVICES under the Small Business Operations Division administers grants to Business Schools at Ontario universities for employment of their students in providing consultant services to small business during the summer vacation. Contact Queen's Park or regional offices listed in the Appendix (in Metro Toronto, 491-7680).

## INDIAN BAND COUNCILS

Indian Band Councils, see also Native Peoples.

COMM SOC, ADULT SERV DIV, GENERAL WELFARE ASSISTANCE (GWA) PROGRAM (Income Maintenance) provides short-term financial assistance to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities & **Indian Band Councils** or by the Province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance (welfare) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed drugs, dental care, prosthetics (incl. eyeglasses, hearing aids) & for burials. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS A (Senior citizens), GAINS D (blind & disabled). Incentive Allowances are paid to those under a work activity project. Contact municipal welfare offices, **Indian Band Councils** and in unorganized territories Comm Soc area office (see Appendix).

416-965-5006

COMM SOC, CAPITAL & ADMINISTRATIVE SERVICES BR provides technical expertise and consultative services to municipalities, **Indian Band Councils** and non-profit or charitable organizations that want to establish facilities for rehabilitation, residential and social services under various Acts administered by the ministry. Financial Section (965-9160) controls, processes and records transfer payments to municipalities, **Indian Band Councils** and charitable organizations for the establishment and renovation of facilities and maintains statistics on these facilities. The branch is responsible for the ministry's fire safety program. Contact regional, area and local offices listed in the Appendix. The branch operates the ministry library (965-2300) and supplies the ministry with administrative services (see first entry under Administrative Services for a description of this function). Advises ministry program managers on control of direct operating expenditures.

COMM SOC, CHILDREN'S SERV DIV, DAY NURSERIES PROGRAM supervises and issues licences to nursery schools, day care centres and private home day care agencies. Provides information and consultation to provincial associations and groups regarding development of programs, staffing and legislation, and special day care programs (e.g. for native peoples, handicapped, etc.). Provides financial assistance to municipalities, approved groups who are incorporated and **Indian Band Councils** to establish day nurseries and to municipalities to provide financial assistance to eligible individuals seeking day care. Maintains statistics on day nurseries. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-965-4021

CULT & REC, HERITAGE ADMIN BR, MUSEUMS Assistance Program provides technical advice and financial help to museums owned and maintained by municipalities, **Indian Band Councils** and conservation authorities and to other non-profit museums. Museums in Northern Ontario can contact branch office located at 390 Bay St., Sault Ste. Marie (705-253-3244). See also Cult & Rec: Heritage Admin Br Architectural and Heritage Admin Br Historical for other activities of the branch.

416-965-5003

CULT & REC, NATIVE COMMUNITY BR provides consultative services, information and referral services and financial assistance to assist Ontario native peoples in both on-reserve and off-reserve communities in gaining full access to existing services of ministries, and in the development of self-determination and community leadership and initiative. Where provincial funding channels do not exist, the Branch provides grants to stimulate native initiated projects from **Indian Band Councils** or incorporated bodies. Also advises Ontario Government ministries and agencies on programs and policies to encourage direct communication between native peoples and government. Contact main office or field offices listed in the Appendix.

416-965-2390

CULT & REC, WINTARIO GRANTS Information Office, part of the Communications Br, is an information service for the Wintario Grants Program. Net profits from Wintario are available to non-profit community groups, organizations, municipalities and **Indian Band Councils** for capital and non-capital projects concerning sports, recreation, fitness, arts, heritage, public libraries, multiculturalism and citizenship and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

416-965-6045

NAT RES, OFFICE OF INDIAN RESOURCE POLICY researches and responds to specific Indian land claims and problems. Keeps the Ministry aware of the possible extent of future land claims. Develops Ministry positions and prepares recommendations to Cabinet. Does research in consultation with other ministries, the Federal Government, **Indian Band Councils** and native peoples associations. On the direction of Cabinet, negotiates the settlement of valid land claims with the Indian people involved. Coordinates and/or initiates ministry policy development that has a significant impact on native peoples, i.e. wild rice, hunting and fishing and treaty rights, land allocation, etc.

416-965-4308

SOL GEN, OPP, INDIAN & MUNICIPAL POLICING SERVICES is responsible for Indian reserve policing in the Province of Ontario. Programs include the appointments of special constables at the request of **Indian Band Councils** to police their particular reserves. The OPP administers the training, salary and equipment of the special constables through the

provisions of the federal-provincial cost-sharing agreement. Municipal policing involves the drawing up of contracts with municipalities which have opted for policing by OPP rather than maintain their own force, and other related matters. Also provides flying patrols in the northwestern & eastern portions of the province. Police aircraft visit isolated Indian communities on a regular basis. OPP district headquarters are listed in the Appendix.

## INDIANS

Indians, see Indian Band Councils, also Native Peoples

## INDUSTRIAL PARKS

416-965-9164

HOUSING, MARKETING & LONG TERM PLANNING BR is responsible for long term market analysis, marketing and planning for all provincial land held by the Ontario Land Corporation for residential, commercial and industrial development (e.g., **industrial parks**). Responsibility includes related long term financial and economic planning and capital financing. Major developments in the land development program include the new communities of North Pickering and Townsend and projects in Malvern, Saltfleet, Hamilton Mountain, Kitchener and Windsor. For information on the North Pickering and Townsend Projects, see Housing North Pickering Project and Housing Townsend Community Development Project. For information on land available for lease contact Housing Land Operations Br (965-0250) for North Pickering, AG & Food Foodland Development Br (965-9433) for agricultural land, and Govt Serv Realty Services Br Property Administration (965-2040) for the other areas.

416-965-4622

IND & TOUR, DEVELOPMENT CORPORATIONS. The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern Ontario Development Corporation (NODC) assist in and encourage the development and diversification of Ontario industry by providing: financial assistance through incentive and term loans and bank guarantees; sites, facilities and services in two **industrial parks**; technical, business and financial information and advice. Tourism operations, secondary manufacturing industries and service industries allied to manufacturing may avail themselves of this service. Loans are available for establishing new operations such as tourist facilities, expanding present operations, introducing new products and technology, financing exports, purchasing and installing pollution control and energy conservation equipment. Contact corporation regional offices listed in the Appendix.

416-965-7299

IND & TOUR, INDUSTRY BR, Industrial Services Section provides a consultative service, industrial development training courses and publications to inform and assist municipalities on development of **industrial parks**, industrial land use planning, and provincial and federal industrial development programs. Also provides plant location services to assist industry with expansion plans or new location requirements. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Industrial Dev and Ind & Tour Industry Br Product-Manufacturing Dev.

## INDUSTRIAL RESEARCH

Industrial Research, see Ind & Tour Ontario Research Foundation.

## INDUSTRIAL SAFETY

Industrial Safety, see Occupational Health

## INDUSTRIAL TRAINING

416-965-4211

COLL UNIV, **INDUSTRIAL TRAINING BR** is responsible for the delivery of the ministry's **Industrial training** (manpower training ) programs. The branch is involved in training and retraining men and women for employment in industry through several programs: apprenticeship including on-the-job-training, full and part-time training of adults already in the labour force, short-term training-in-industry programs and trade certification. Contact local **Industrial Training Office** listed in the Appendix. For information on regulated trades see Coll Univ Industrial Training Br Trades. The Branch administers the Ontario Career Action Program (OCAP), designed to assist unemployed youth (between 16 and 24 yrs.) in finding gainful employment. Application forms available at local Canada Employment Centre. OCAP Administration Office in Queen's Park is at 965-0668.

416-965-4211

COLL UNIV, **INDUSTRIAL TRAINING BR, TRADES**. The branch conducts **industrial training** or apprenticeship programs for many trades under the Apprenticeship and Tradesmen's Qualification Act. Regulations under the Act set standards and conditions of training for some regulated trades. Compulsory trade certification is required for these regulated trades: construction trades (e.g., electrician, plumber, refrigeration and air conditioning mechanic, sheet metal worker, steamfitter), automotive trades (e.g., motor vehicle mechanic and related mechanics) and service trades (e.g., barber, hairdresser). Certification is voluntary for other regulated trades such as carpenters and industrial trades (e.g., machinist, tool and die maker). Contact local **Industrial Training** office (listed in the Appendix). See also Coll Univ Industrial Training Br for other activities of this branch.

416-965-0693

COLL UNIV, **INDUSTRIAL TRAINING COUNCIL** is a group of citizens appointed to advise the Minister of Education on provision and delivery of **industrial training** programs for job related skills. Acts as contact with public to consider and make recommendations on all post-secondary skill training programs and proposals outside colleges and universities.

416-965-5375

COLL UNIV, **PROGRAM RESOURCES BR** develops training standards and outlines, coordinates curricula, evaluates colleges (institutional training) and **industrial training** programs, and manages program approval procedure for all community colleges and **industrial training** in Ontario. Under the Employer-Sponsored Training (EST) Program (965-3665) provides consultative service and financial assistance (grants) to employers in the manufacturing industry to develop **industrial training** programs which meet specific skilled labour shortages. Funds are provided to Community Industrial Training Committees (CITC's) who plan and develop EST projects.

## INDUSTRY

Industry, see also Business, Corporations, Industrial Training, Construction Industry, Logging Industry, Manufacturing, Mining.

416-965-5375

COLL UNIV, **PROGRAM RESOURCES BR** develops training standards and outlines, coordinates curricula, evaluates colleges (institutional training) and industrial training programs, and manages program approval procedure for all community colleges and industrial training in Ontario. Under the Employer-Sponsored Training (EST) Program (965-3665) provides consultative service and financial assistance (grants) to employers in the manufacturing **industry** to develop industrial training programs which meet specific skilled

labour shortages. Funds are provided to Community Industrial Training Committees (CITC's) who plan and develop EST projects.

416-965-3980

ENV, ENVIRONMENTAL APPROVALS BR is the central area where persons and organizations seek ministry approval for activities affecting the environment. Conducts environmental assessments on applications for permits required under the Environmental Protection Act (e.g. waste disposal sites), Ontario Water Resources Act and the Environmental Assessment Act and approves such requests. To apply for permits under these Acts contact ministry's regional or district offices listed in the Appendix. The branch ensures that environmental safeguards are incorporated into land use planning policies and programs. Evaluates at planning stage certain activities by government ministries, utilities, government-funded projects and related activities in the private sector, which will have a significant environmental impact. Develops guidelines for waste disposal systems by **industry**, municipalities and the public.

416-248-3739

ENV, POLLUTION CONTROL BR DEVELOPMENT & RESEARCH GROUP includes: an Applied Sciences Section (248-3044), a Wastewater Treatment Section, and a Water Technology Section. The group provides: liaison with academic and research groups, dissemination of technical information and findings, technical assistance to the Planning Sections, applied environmental research on pollution, wastewater treatment and drinking water quality. Also provides technical support regarding the application of new technology directly to municipalities and **industry** and to the public through regional and district offices (see Appendix for list). Provides grants for health related environmental research and other projects from Provincial Lottery funds; write to Pollution Control Br., Development & Research Group, Min. of the Environment, 135 St. Clair Ave. W., Toronto, M4V 1P5.

416-965-3284

ENV, WASTE MANAGEMENT BR, WASTE SYSTEMS PLANNING Section. The Waste Management Branch coordinates programs concerned with the disposal of waste on land. Waste Systems Planning Section deals with pollution by **industry** (such as mining, metals, food, petroleum) and municipal and private solid wastes. These include hazardous industrial waste, industrial sludges and pretreatment residues, municipal sewage sludge, derelict motor vehicles, soft drink or beverage containers, and their disposition at waste disposal sites. Coordinates related federal-provincial activities; provides technical support regarding industrial waste treatment and control with respect to water, air and solids. Coordinates project to take inventory and recommend rehabilitation of derelict mining land throughout Ontario. See also Env Waste Management Br Waste Utilization Section. Contact regional or district offices listed in the Appendix for complaints on related pollution.

416-248-3058

ENV, WATER RESOURCES BR LIMNOLOGY and Toxicity Section does studies on relationships between aquatic organisms and the water environment (e.g. problem weed species, aquatic weed harvesting). Limnology Unit monitors water quality in recreational lakes and assesses and develops lake restoration methods. The Toxicity Section provides data on lethal effects of waste from **industry**, pesticides and other contaminants or hazardous agents on fish and other aquatic organisms (e.g. mercury levels). Contact regional or district offices listed in the Appendix.

416-965-4622

IND & TOUR, DEVELOPMENT CORPORATIONS. The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern

Ontario Development Corporation (NODC) assist in and encourage the development and diversification of Ontario **industry** by providing: financial assistance through incentive and term loans and bank guarantees; sites, facilities and services in two industrial parks; technical, business and financial information and advice. Tourism operations, secondary manufacturing industries and service industries allied to manufacturing may avail themselves of this service. Loans are available for establishing new operations such as tourist facilities, expanding present operations, introducing new products and technology, financing exports, purchasing and installing pollution control and energy conservation equipment. Contact corporation regional offices listed in the Appendix.

416-965-7119

IND & TOUR, INDUSTRY & TRADE ANALYSIS BR Economic Analysis Section (965-5354) analyzes major industrial development issues to develop recommendations that will enhance the Ontario business environment. Market Research Section (965-4347) collects and analyzes international and domestic market data to assist expansion and diversification of Ontario manufacturing **industry**. Provides statistics and market data to industrial development and marketing officers and to the business community. Provides name of manufacturers of unusual or hard to find products. Publishes 'Ontario in Statistics' and 'Ontario Exports by Countries and Commodities'. A booklet on the exports business (Exporting Made Easier) is also available on request (965-8644).

IND & TOUR, INDUSTRY & TRADE DEVELOPMENT, responsible for the ministry's international operations, is decentralized into three areas: NORTH AMERICA BR (965-1015), EUROPE BR (965-5715), SPECIAL AREAS BR (965-5288). Assists business and the manufacturing **industry** in developing trade leads and sales outlets. Investigates marketing problems; screens potential licensees or joint ventures partners; assists in capital projects abroad. Organizes trade, technology and business opportunity missions, international trade fairs. Counsels foreign companies seeking manufacturing investment opportunities in Ontario. North America Br has offices in New York, Chicago, Los Angeles. Europe Br covers all European countries with offices in Brussels, Frankfurt, London, Milan, Paris & Stockholm. Special Areas Br deals with remaining areas and has offices in Tokyo. This branch also assists architects, engineers, heavy equipment manufacturers in obtaining international capital projects.

416-965-7196

IND & TOUR, INDUSTRY BR, Industrial Development Section assists in the development of industrial technology by: evaluating new materials, products and processes through contact with manufacturing **industry**, associations and research institutions; providing a consultative service on technology to **industry** on a sector basis; introducing new technology to businessmen through Product Development and Productivity Seminars in Ontario and Technology Missions abroad; providing information and assistance on energy management and conservation, industrial research, industrial waste utilization and pollution control methods. Also provides assistance and information to encourage the film industry in Ontario. The Section assists in the review and preparation of applications for loans and grants, available from the Federal or Provincial Governments. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Product-Manufacturing Development, and Ind & Tour Industry Br Industrial Services.

416-965-7299

IND & TOUR, INDUSTRY BR, Industrial Services Section provides a consultative service, industrial development training courses and publications to inform and assist municipalities on development of industrial parks, industrial land use planning, and provincial and federal

industrial development programs. Also provides plant location services to assist **industry** with expansion plans or new location requirements. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Industrial Dev and Ind & Tour Industry Br Product-Manufacturing Dev.

416-965-5491

IND & TOUR, INDUSTRY BR, Product-Manufacturing Development Section assists the manufacturing **industry** to expand and diversify production by identifying opportunities through licensing arrangements, joint ventures, mergers and acquisitions, contracts and inventions, Product Prospecting Missions, Manufacturing Opportunity Days (MOD), Shows and Bulletins. A cooperative federal-provincial program between this ministry and the Department of Industry, Industry, Trade & Commerce has been developed to provide Ontario industries and the Ontario government with information on manufacturing **industry** statistics from a computerized data base. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Industrial Dev and Ind & Tour Industry Br Industrial Services.

416-965-5711

IND & TOUR, INDUSTRY SECTOR POLICY BR develops policy proposals for governmental consideration relating to the problems, needs and opportunities of **industry** on a sector basis. Develops analyses on a sector basis for the information of government officials and the business community. Provides Ontario comment to the federal Foreign Investment Review Agency (FIRA).

416-965-4566

IND & TOUR, MANAGEMENT SERVICES BR provides the ministry with administrative services. See first entry under Administrative Services for a description of this function. Also provides the ministry with foreign language services (965-1587). Operates a library (965-3365) that has information on international trade, technology, tourism, small business, **industry** and related subjects. Permits access to its facilities for research purposes.

416-822-4111

IND & TOUR, ONTARIO RESEARCH FOUNDATION in Sheridan Park, Mississauga, Ontario L5K 1B3 provides Canadian **industry**, consultants and government with a broad range of research and development and technological services through non-profit, contract industrial research. All work undertaken for clients is confidential. Multi-disciplinary, independent laboratory facilities of Ontario Research Foundation are used by over 1500 companies each year for projects ranging from short-term feasibility studies through product and process development to long-range scientific and engineering investigation.

416-965-4011

IND & TOUR, PROGRAM PLANNING & ANALYSIS BR assists offices of the Minister, Deputy Minister and Ministry Policy Committee. Provides: strategic planning for development of **industry**, trade and tourism in Ontario; program evaluation procedures and ministry management-by-results reporting format. Coordinates special projects and research into issues that the ministry may be involved with in the future.

416-224-1606

LABOUR, INDUSTRIAL HEALTH & SAFETY BR is concerned with protecting the occupational health and safety of employees in **industry** including the logging industry. (For the construction and mining industries, see Labour Construction Health & Safety Br and Labour Mining Health & Safety Br). This branch encourages employers and employees to assume primary responsibility for occupational health and safety programs by establishing

Internal Responsibility Systems and consulting with them so problems are recognized and ongoing safety programs are established. Periodically inspects industrial establishments and logging sites; investigates refusals to work under unsafe conditions; investigates fatalities and serious accidents. Reviews plans for new buildings and alterations to existing ones to check occupational health and safety hazards. Head Office at 400 University Ave., 9th floor (965-4125) is responsible for overall program implementation. For inquiries contact district offices listed in the Appendix (In Metro Toronto, 224-1606).

416-965-8710

**LABOUR, STANDARDS & PROGRAMS BR** identifies need for occupational health and safety programs; supports their development, implementation and evaluation. The branch has four groups. Program Analysis & Evaluation (965-8710) coordinates identification of short and long-term goals, definition of objectives, program planning and evaluation. Maintains occupational health and safety data, i.e. illnesses and injuries. Hazard Identification & Programming (965-8710) coordinates identification and assessment of hazardous agents in the workplace. Coordinates preparation of data sheets, guidelines and regulations. Industry Sector Programming (965-8510) identifies occupational health and safety priorities by **industry** sector and coordinates development of hazards control programs by sector (e.g., construction industry, logging industry, mining). Coordinates development of training programs for Occupational Health and Safety Division staff. See also Labour Standards & Programs Br Advisory Services for functions of the branch's fourth group.

416-965-2999

**TREAS ECON, ECONOMIC POLICY BR** conducts research and develops economic policy strategies in the areas of **industry** development, anti-inflation, energy, international trade, competition, and manpower policy and short and medium-term industrial and economic forecasts.

## **INDUSTRY & TOURISM**

Industry & Tourism, Ministry of, see IND & TOUR Branch Name.

## **INDUSTRY & TRADE RESEARCH**

Industry & Trade Research, see Ind & Tour Industry & Trade Analysis Br, also Ind & Tour Industry Sector Policy Br

## **INFORMATION CENTRES**

Information Centres, see Community Information Centres

## **INFORMATION OFFICERS FORUM**

416-965-7941

**INFORMATION OFFICERS FORUM** is a professional association of Ontario Government information/communication officers organized to establish high standards of professional conduct and to advance the knowledge and technical skills of its members.

## **INFORMATION SERVICE**

The Information Services or Communications services branch in each Ministry informs the public, client groups and the media about the ministry's activities. Establishes communications policy for the Ministry and advises its branches on communications problems. Provides communications support to the Minister and the Deputy Minister. Activities include media liaison, answering public inquiries, producing and distributing publications, news releases and audio-visual materials.

416-965-1056

AG & FOOD, INFORMATION BR is the **information service** for the Ministry of Agriculture and Food. For a description of activities see first entry under Information Service.

416-965-9111

ATT GEN, COMMUNICATIONS BR provides **information service** for the Ministry of the Attorney General. For a description of activities see first entry under Information Service.

416-963-0339

CCR, COMMUNICATIONS SERVICES BR provides **information service** for the Ministry of Consumer and Commercial Relations. For a description of activities, see first entry under Information Service. See also CCR Consumer Information Centre. For specific consumer complaints contact Consumer Services Bureaux listed in the Appendix. In Toronto call 963-0321.

416-963-1111

CCR, CONSUMER INFORMATION CENTRE, part of Communications Services Branch, provides bilingual consumer **information service** for the general public, a library (963-0200) of consumer and corporate resource materials, previewing of materials by mail for consumer educators, and consulting services to professionals working with consumers in the field. Collect calls welcome.

416-965-6407

COLL UNIV, INFORMATION RESOURCES BR. Information Services Section performs duties described in first entry under **Information Service**, particularly as they relate to the Ontario Student Assistance Program (student awards), apprenticeship (manpower training), and post-secondary educational institutions such as universities, Ryerson Polytechnical Institute, Ontario College of Art, Colleges of Applied Arts and Technology, and registered private vocational schools. The Library Services Section (965-1451) runs a specialized library and provides reference services. The Data Systems Section maintains statistics on enrolment of students in post-secondary educational institutions throughout the province and provides statistical data support for the ministry's planning, policy-making and administrative activities. The Review and Development Section provides the ministry with consulting services related to design, development and implementation of research projects.

416-965-7825

COMM SOC, COMMUNICATIONS BR is the **information service** for the Ministry of Community and Social Services. For a description of activities, see first entry under Information Service. Also provides assistance (e.g. consultation, publications, films, slide/tape programs displays, etc.) to the public, municipalities and social agencies to explain programs.

416-750-3421

CORR SERV, INFORMATION SERVICES BR is the **information service** for the Ministry of Correctional Services. For a description of activities, see first entry under Information Service.

416-965-3535

CULT & REC, CITIZENS' INQUIRY BUREAU is an **information service** which refers the inquirer to the appropriate source of Ontario Government information or coordinates information and services for those unable to do so themselves. Serves the public both directly and by assisting other Ontario Government offices including the Queen's Park switchboard, Members of Provincial Parliament, Community Information Centres, libraries, community and private organizations, and those referred from these sources. Responds to general

inquiries on Ontario and the organization and services of its government; produces publications such as the 'KWIC Index to the Government of Ontario', 'Ontario - Some Interesting Facts and Figures' and a pamphlet, 'Your Ontario Government.' The Bureau is part of the Citizens' Inquiry Branch. For other functions of the Branch see also Cult & Rec Community Information Services.

416-965-0615

CULT & REC, COMMUNICATIONS BR provides **information service** for the Ministry of Culture & Recreation. See first entry under Information Service for a description of its functions. See also Cult & Rec Media Production Unit, Cult & Rec Resource Centre and Cult & Rec Wintario Grants Information Office which are part of the Communications Br.

416-965-2390

CULT & REC, WINTARIO GRANTS Information Office, part of the Communications Br, is an **information service** for the Wintario Grants Program. Net profits from Wintario are available to non-profit community groups, organizations, municipalities and Indian Band Councils for capital and non-capital projects concerning sports, recreation, fitness, arts, heritage, public libraries, multiculturalism and citizenship and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

416-965-6407

EDUC, CENTRAL SERVICES BR, Administrative Services Section (965-2308) provides Ministry branches with support services (see first entry under Administrative Services for description of functions). The branch operates ministry public information programs (as described in the first entry under **Information Service**) publishes 'Dimensions' which is distributed to all schools in Ontario (965-1230), and operates the ministry library (965-4583). Public information services include providing information on ministry programs such as the Heritage Language Program (provision by school boards of non-official languages instruction in addition to the regular school program), the French as a Second Language and French as a Minority Language programs.

416-965-2459

ENERGY, THE MINISTRY OF ENERGY ensures that Ontario receives an adequate and secure supply of energy at reasonable prices with an acceptable environmental impact. To fulfill this responsibility the Ministry works with other ministries and agencies of the government and with the energy sector more as a catalyst than as an operating agency. Functions include reviewing and advising on energy matters and policy; maintaining liaison between the government and Ontario Hydro Corporation; applying policy by coordinating the government's energy-related activities and by interventions before provincial and federal tribunals. Reports to the Legislature for Ontario Hydro and the Ontario Energy Board, both of which function independently of the Ministry. Operates a library (965-9174). For general **information service** contact 965-2459. Ministry's programs are described under Energy Program or Agency Name.

416-965-7117

ENV, INFORMATION SERVICES BR is the **information service** for the Ministry of the Environment. For a description of activities, see first entry under Information Service. Technical library at 135 St. Clair Ave. West (965-7978) and another at Resources Rd. (248-3408) are both open to the public.

416-965-6683

GOVT SERV, MANAGEMENT PLANNING BR develops and supports the Ministry's corporate planning and control system, and provides executive assistance to the Deputy Minister. Prime functions include long-term planning and policy development, liaison with Management Board Secretariat on program and policy matters, and the analysis and preparation of management submissions to Management Board and Cabinet. Provides for the continuing analysis and evaluation of Ministry programs, and coordinates Ministry systems development, implementation and control. Also coordinates development, publication and distribution of Ministry policies and procedures, and provides public relations and **information service** in support of Ministry programs.

416-965-3101

HEALTH, COMMUNICATIONS BR provides **information service**, health education materials and health education programs for the Ministry of Health. For a description of activities, see first entry under Information Service.

416-965-9780

HOUSING, COMMUNICATIONS BR serves as the **information service** for the Ministry of Housing, including such components as Ontario Housing Corporation (OHC), Ontario Mortgage Corporation (OMC) and Ontario Land Corporation. For a description of activities see first entry under Information Service.

416-965-5466

IND & TOUR, COMMUNICATIONS DIV has two branches: a media relations branch and a communications services branch providing the ministry with **information service** including photography, audio-visual, publications, releases, speeches, media liaison and other services (see first entry under Information Service). Operates a library (965-5411) of still and motion pictures to lend to groups interested in tourism. Catalogues of films available. See also Ind & Tour Communications Div Advertising.

416-965-7171

INTGOV AFF, **INFORMATION SERVICE** is provided by the Communications Group of the Ministry of Treasury & Economics. See first entry under Information Service for a description of this function.

416-965-7941

LABOUR, INFORMATION SERVICES BR is the **information service** for the Ministry of Labour. For a description of activities, see first entry under Information Service.

416-965-8710

LABOUR, STANDARDS & PROGRAMS BR ADVISORY SERVICES provides an **information service** on occupational health and safety matters and publishes related material to assist with control of hazards in the workplace. Provides administrative support to Provincial Lottery Awards Committees which make available grants for occupational health and safety applied research and manpower training and development programs. For information on these grants write to this Branch and Ministry, 400 University Ave., Toronto M7A 1T7. See also Labour Standards & Programs Br for information on other activities of this branch.

416-965-1537

LABOUR, WOMEN'S BUREAU is an **information service** and resource centre for people interested in the employment status of women in Ontario. Provides advice to employers in the private sector who wish to implement equal opportunity programs for full utilization of women employees. Advises government on women's issues; provides labour legislation

information through speakers and publications. Conducts research on the status of women in Ontario's labour force; provides consultative service on employment counselling. Although individual counselling is not available, the Bureau can refer people to appropriate sources. Provides outreach program to serve low-income, immigrant and native women.

416-965-9489

LEGISLATIVE ASSEMBLY, ADMINISTRATIVE Office provides financial, personnel and associated administrative services for each Member of Provincial Parliament (MPP) and his or her staff, MPP's constituency offices (see list in the Appendix) and the various offices under the Office of the Legislative Assembly. Information and Tours Services (965-4028) conducts tours of the Legislative Building for school groups, associations and individuals. Art tours of the Macdonald Block are booked upon request. Provides **information service** to visitors on Ontario Travel and the Parliament Buildings and direction to various government offices. Bilingual guides are available. Food and Beverage Services (965-4340) includes Stewards Services (965-7651) which administers the Press Gallery Lounge and the Members Lounge, and the Member's Dining Room (965-2011) which offers MPPs facilities for luncheons, dinners, receptions.

416-965-4545

LEGISLATIVE ASSEMBLY, LEGISLATIVE LIBRARY Research and Information provides reference **information service** to each Member of Provincial Parliament (MPP) and staff, officers of the Legislative Assembly, research officers for the three parties, and members of the Legislative Press Gallery. Also provides a research service exclusively for MPPs. The Legislative Library's collection is particularly strong in the social sciences and legal materials. It has a large collection of Canadian, Ontario and United States government publications as well as all the major Ontario daily and weekly newspapers. It also administers the Press Clipping Service (965-2088) which provides MPPs with press clippings from selected Ontario newspapers.

416-965-2756

NAT RES, INFORMATION SERVICES BR is the **information service** for the Ministry of Natural Resources. For a description of activities, see first entry under Information Service.

NORAFFAIRS, COMMUNITY RELATIONS BRANCHES are located in each of the two regions: Northeastern in Sault Ste. Marie (705-952-0100), Northwestern in Kenora (807-468-3135). They administer a network of 29 Northern Affairs offices located throughout Northern Ontario and linked by communications facilities. Northern Affairs Offices serve as a contact point for government in northern communities and provide **information service**, referral and assistance on all Ontario Government programs to people who are removed from government service points. Northern Affairs officers are authorized to act on behalf of some Ontario Government Ministries in the delivery of their programs in Northern Ontario and distribute publications. Offices also help federal government agencies serve the north. See Appendix for list of offices.

416-965-7577

NORAFFAIRS, INFORMATION SERVICES BR provides the Ministry with **information service** (as described in the first entry under Information Service). The branch also operates a library where ministry films and volumes dealing specifically with Northern Ontario are available. As well as the office in Toronto, an Information Officer is located in each of the regional and area offices in Northern Ontario: Sault Ste. Marie (705-942-0100), Kenora (807-468-3135), Sudbury (705-675-5641) and Thunder Bay (807-475-1585).

416-592-3331

ONTARIO HYDRO PUBLIC REFERENCE CENTRE is the library and **information service** for Ontario Hydro and has general reference material on energy. For a description of activities, see first entry under Information Service.

416-965-3540

ONTARIO YOUTH SECRETARIAT researches information and advises the Ontario Government and ministries on policies and programs involving youth (persons approximately 16 - 24 years). The Secretariat coordinates government youth programs including youth employment, e.g. summer employment for students. It also provides an **information service** on government youth services. Inquiries about the Ontario government's Experience Program in general should be directed to Tel. 965-0480. Each ministry coordinates its own Experience Programs. The Ontario Youth Secretariat reports to the Legislature through the Provincial Secretary for Social Development.

416-965-2099

REVENUE, COMMUNICATIONS GROUP provides **information service** concerning programs and policies to the media, the public and internal branches. For description of information services function, see first entry under Information Service. Participates in development of Ministry bilingual programs. Maintains a newspaper clipping service and library (965-3892) covering aspects of tax, property assessment, public finance, legislation and government and business administration.

416-965-8470

REVENUE, GUARANTEED ANNUAL INCOME SYSTEM (GAINS-A) Program was introduced in July, 1974 to provide a basic income for qualifying residents age 65 and over. A multilingual **information service** on the GAINS-A program for senior citizens can be reached by calling 965-8470 in Metro Toronto. Outside Metro Toronto dial direct (toll-free) 1-800-268-7121 except residents in area code 807 who should ask Operator for Zenith 8-2000 (toll-free).

416-965-8470

REVENUE, ONTARIO TAX CREDIT SYSTEM Information Centre provides multilingual **information service** and assistance to Ontario residents in completing their Ontario Tax Credit form and claiming their property, sales, pensioner and political contributions tax credits when filing their federal personal income tax forms. The first three credits are available regardless of income tax payable; the last only to those who donated to Ontario registered parties, candidates & constituency associations. Residents outside Metro Toronto (except those in area code 807) may call the Centre toll-free by dialing direct 1-800-268-7121. Residents in area code 807 call toll-free by asking Operator for Zenith 8-2000. In Metro Toronto call 965-8470. General inquiries re Federal Tax should be referred to district offices of the Federal Department of National Revenue; in Toronto call 869-1500.

416-965-4871

SOL GEN, FIRE MARSHAL'S OFFICE, PUBLIC INFORMATION SECTION provides **information service** on fire prevention and public safety. Releases articles and information to the news media. Supplies municipal fire departments with technical, legal and educational publications for public distribution. Publishes fire loss statistics. Provides films and audio-visual materials. See also other entries under Sol Gen Fire Marshal's Office.

416-965-2048

SOL GEN, MINISTRY SECRETARIAT provides staff support to the Minister and Deputy Minister in policy development, planning, budget preparation, communications and the

application of modern management techniques. The **information service** function for the Ministry is performed by the Communications Policy Advisor (965-2048). See first entry under Information Service for a description of activities.

416-965-4474

SOL GEN, OPP, COMMUNITY SERVICES BR administers safety and crime prevention programs and a police complaints bureau. Provides public relations and **information service** for the Ontario Provincial Police force. Complaints Bureau (965-0282) handles police complaints concerning the OPP. To contact closest OPP detachment in case of an emergency, outside Metro Toronto call Operator and ask for Zenith 50,000.

416-248-3501

TR & COMM, PUBLIC & SAFETY INFORMATION BR originates & coordinates programs and projects stressing safety in the operation of cars and commercial vehicles, motorcycles, mopeds, bicycles and snowmobiles and school bus operations. Provides **information service** for the ministry (see first entry under Information Service for a description of this function). Originates and supplies school safety materials and seat belt posters and information and provides related safety films. Provides road bulletins and telephone road reporting service for the public and the media on condition of roads and highways in Ontario. For this service in Metro Toronto, contact 248-3561. Elsewhere in Ontario contact TR & Comm Operations regional or district offices listed in the Appendix.

416-965-7171

TREAS ECON, COMMUNICATIONS GROUP is the **information service** for the Ministry of Treasury and Economics. Also serves Ministry of Intergovernmental Affairs. For a description of activities, see first entry under Information Service.

## INHERITANCE TAX

Inheritance Tax (Succession Duty), see Revenue Succession Duty & Land Tax Br.

## INJURY

Injury, see Criminal Injuries Compensation Board, also Accidents.

## INMATES

416-965-2376

COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION (Social Services) aims to develop or restore the work capacity of the physically or mentally handicapped. Assesses handicapped person's abilities & limitations, counsels the person through the rehabilitation process, assists in gaining employment and provides restorative assistance (e.g. prosthetics) needed to restore useful physical functioning. Shares with municipalities work activity project costs (to enable handicapped to be self-sufficient). Provides capital & operating grants to rehabilitation workshops & operating grants & debt retirement (e.g., payment of mortgages) assistance to half-way houses & group homes for the physically & mentally handicapped & former **inmates**, etc. & for some centres for alcoholics & drug addicts. Contact regional, area & local offices (see Appendix). In Metro Toronto contact the Area Office, 965-9943 or Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-750-3380

CORR SERV, BAILIFF SERVICES BR. Provincial bailiffs are responsible for classifying **inmates** of provincial correctional institutions, all of whom have reformatory sentences (i.e., sentences of up to two years less one day), recording movement of all sentenced **inmates**

within Ontario and handling transfer of federal **inmates** from provincial jails to the Canadian Corrections Service.

416-750-3400

CORR SERV, COMMUNITY RESOURCE CENTRES house **inmates** serving sentences in Ontario correctional institutions. The centres are operated by community organizations under contract to the Ministry. An inmate wishing to pursue an employment or education program outside the institution applies for a transfer to the Community Resource Centre where he/she also receives counselling and skills training. **Inmates** are subject to rules ensuring behaviour in the best interest of the community. Failure to abide by the rules or to make good use of the program results in an inmate's return to the correctional institution.

416-750-3475

CORR SERV, COMMUNITY SERVICE ORDERS, Community Program Development Br. The Community Service Order (CSO) Project assigns non-violent **inmates** to perform service to the community as a condition of a probation order. The Project does not eliminate opportunities for paid employment because tasks are those normally done by volunteers or in reparation to victims for damage done by offenders. Organizations with projects of tangible benefit to the community can obtain volunteer help from the CSO Project by writing to the Provincial Coordinator, Community Service Order Project, Min. of Correctional Services, 2001 Eglinton Ave. E., Scarborough, Ont. M1L 4P1. For information on other community programs see Corr Serv Native Program Development, Corr Serv Restitution Program Development and Corr Serv Volunteer Programs.

416-750-3445

CORR SERV, EDUCATION SERVICES administers education programs and ensures that they meet the academic and vocational needs of **inmates** in correctional institutions across the province. Develops curricula and provides teachers with professional supervision.

416-750-3366

CORR SERV, FOOD SERVICES Consultation and Training endeavours to provide **inmates** in Ontario's correctional institutions with a nutritionally adequate diet and teaches food service job skills to **inmates** who display aptitude and desire for this type of training. Operational and training programs are conducted in the institutions and coordinated through the ministry main office.

416-750-3417

CORR SERV, INDUSTRIAL PROGRAMS develops and coordinates industrial programs in a number of correctional institutions. The programs, which include manufacturing provincial park picnic tables, institutional furniture, motor vehicle licence plates, and canned fruit and vegetables, are conducted in order to encourage meaningful and productive activities by **inmates**.

416-750-3404

CORR SERV, INMATE INQUIRY & APPEALS BR is responsible for the Temporary Absence Program (TAP) which permits carefully selected **inmates** of correctional institutions to work or to attend educational training while serving a sentence. Permits are conditionally approved on a day-to-day basis or for longer periods as authorized. TAP also allows selected **inmates** to maintain family and community ties, to attend hospital for diagnosis or treatment, and to attend job or educational interviews. Contact the institution housing the inmate where such inquiries, representations, applications and reviews are first considered. See Appendix for list of correctional institutions. For general information on the TAP contact the Director, Inmate Inquiry and Appeals Br.

416-750-3327

CORR SERV, INSPECTION AND INVESTIGATION BR regularly inspects provincial correctional institutions housing adult **inmates** to ensure their safety, security and well being. Investigates complaints originating in the community. Also conducts internal investigations as required by the ministry.

416-750-3366

CORR SERV, INSTITUTIONAL PROGRAM SUPPORT SERVICES provides consultative services to programs in the Ministry's correctional institutions. Consultants in medicine, psychiatric and dental care, psychology, social work and chaplaincy are responsible for planning and supervision of services in these fields. Institutional program support is also given in the areas of resources management, new facilities development, preventive security, classification and allocation of **inmates**, education, food services, industrial programs, nursing, recreation and library services. The latter six programs are described separately in this index. See Corr Serv Education Services, Corr Serv Food Services, Corr Serv Industrial Programs, Corr Serv Nursing Services, Corr Serv Recreation Services and Corr Serv Library Services. Correctional institutions are listed in the Appendix.

416-750-3481

CORR SERV, LIBRARY SERVICES, provides library services to **inmates** and staff in all correctional institutions under the Ministry's jurisdiction and to the general public, students, volunteers in corrections, etc. who are involved in study or in the work of the Ministry.

416-750-3475

CORR SERV, NATIVE PROGRAM DEVELOPMENT, Community Program Development Br. This area is responsible for the development of policies related to the problems of native peoples who are **inmates** in Ontario correctional institutions and for the coordination and development of community-based and institutional programs directed to the needs of native **inmates**. Provides liaison with native organizations of Ontario. The Ministry provides scholarships for native students who have been accepted for full-time studies in the social sciences at an Ontario community college or university. Completion of studies will lead to work in the corrections field. Write to the Regional Personnel Administrator, Min. of Correctional Services, 229 Edmund St., Sudbury, Ont. P3E 1M1. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Restitution Program Development and Corr Serv Volunteer Programs.

416-750-3360

CORR SERV, ONTARIO BOARD OF PAROLE considers for parole **inmates** serving sentences of less than two years. The Ontario Board of Parole only reviews terms of persons in provincial correctional institutions, not federal institutions.

416-750-3358

CORR SERV, PLANNING AND RESEARCH BR conducts corrections research to develop policy and long-range planning for programs in correctional institutions and the community. Evaluates effectiveness of ministry rehabilitation programs (i.e., those institutional and community programs undertaken through this ministry's Community Program Development and Institutional Program Support Services branches, each described in this Index under Corr Serv, Branch or Program Name). With research advisory committee, reviews all applications from outside investigators to obtain access to **inmates**, records and staff of correctional institutions. Also reviews requests for grants for corrections research.

416-750-3440

CORR SERV, PROBATION & PAROLE BR works closely with all courts of criminal jurisdiction in Ontario and the Ontario Board of Parole on probation and parole requirements: providing pre-sentence reports to the Ontario Board of Parole, assisting probationers, providing supervision and assistance to offenders on parole and to former **inmates** who need it after release from correctional institutions. Assistance includes counselling and guidance in finding employment, housing, food, clothing, etc. Contact local probation field office. Four Regional Administrators supervise Probation and Parole Field Offices throughout Ontario. All offices are listed in the Appendix.

416-750-3366

CORR SERV, RECREATION SERVICES provides leisure education programs and a wide variety of recreation activities in Ontario's correctional institutions. Programs are designed to bring **inmates** into contact with the public in controlled settings both in the institution and the community. In many institutions, recreation facilities such as gymnasias and playing fields are used by the community under certain conditions. **Inmates** assist in community programs as officials and in other volunteer roles.

613-824-6080

CORR SERV, RESTITUTION PROGRAM DEVELOPMENT, Community Program Development Br is based in Ottawa. Selected offenders (**inmates** serving sentences) in Ontario correctional institutions are encouraged to meet with the victims of their crime and with a counsellor to determine how the victim will receive financial restitution for the loss. After suitable employment is found for the offender and he/she is placed in a Community Resource Centre, the offender makes restitution to the victim. Similar programs are encouraged for offenders on probation where the probationer is brought face-to-face with the victim of the crime and restitution is made. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Native Program Development and Corr Serv Volunteer Programs.

## INQUESTS

416-965-7338

ATT GEN, CROWN ATTORNEYS' OFFICE, Judicial District of York prosecutes all Criminal Code of Canada offences occurring within this Judicial District. Crown Attorneys inform police, lawyers and the public on general matters related to such offences. Members attend coroners' **inquests** as agents for the Solicitor General. The office supervises prosecutions of Highway Traffic Act offences in Provincial Courts within the Judicial District. Office activities include keeping of County Court Clerk's records, issuance of court papers and subpoenae, preparation of probation orders, collection of fines and restitution, holding bail monies for disposition, issuance of bailiff's licence and investigating complaints against bailiffs. Inquiries on these matters outside the Judicial District of York should be referred to the Crown Attorney for the appropriate county or judicial district.

416-965-6678

SOL GEN, CHIEF CORONER'S OFFICE. Coroners investigate sudden and unexpected deaths; inform the public re prevention of similar deaths; order autopsies for medical legal reasons; conduct **inquests**; sign certificates for cremation and for shipment of bodies out of Ontario; complete medical certificates of death in coroners' cases. The Office administers the Human Tissue Gift Act (re: donation of bodies or parts of bodies for therapeutic purposes, medical education or scientific research). Adults may give consent by signing donor section of driver's licence or donor card available from Coroner's Office, orally during last illness in presence of at least two witnesses, or in writing. The Office inspects Schools of Anatomy in

Ontario and supplies them with donated or unclaimed bodies. Contact Chief Coroner's Office, 965-6678, 26 Grenville St., Toronto or regional coroners listed in the Appendix.

## INSECTICIDES

Insecticides, see Insects, Pesticides

## INSECTS

416-824-4120

**AG & FOOD, PROVINCIAL PESTICIDE RESIDUE TESTING LABORATORY** in Guelph provides a chemical analytical service to all provincial ministries for the detection and measurement of pesticides, herbicides, fungicides, related industrial pollutants and heavy metals in the following areas: plant and animal tissues, fish and wildlife, soils, water, air and human tissues. Interprets significance of analytical results. Contact laboratory or ministries involved for research papers and reports. Identification of **insects** may be done by the Department of Environmental Biology, Rm 102, Graham Hall, University of Guelph upon receipt of carefully packed sample.

416-978-3690

**CULT & REC, ROYAL ONTARIO MUSEUM**, incorporating the Canadiana collections (978-6738) at 14 Queen's Park Crescent West and the McLaughlin Planetarium (978-8558), is the largest of Canada's public museums and a major research institution with excellent collections in 20 departments. These include the arts, archaeology (e.g. Chinese, Egyptian) and the sciences (e.g. Mammalogy, Mineralogy, Entomology, Ornithology, Vertebrate Palaeontology). The departments identify objects related to their fields such as birds, **insects**, works of art, artifacts, etc. for information only, not for financial ends (write or call for appointment). The ROM offers tours, a Discovery Room (inviting public participation when viewing exhibits), travelling exhibitions, museumobiles, a Speakers Bureau, lectures and art instruction, showings of films, clubs for senior citizens and children. The ROM is at 100 Queen's Park Cres., Toronto.

416-965-2401

**ENV, POLLUTION CONTROL BR PESTICIDES CONTROL** Section ensures safe and effective use of pesticides to control pollution. Issues licences for use and sale of pesticides (e.g. pest exterminators). Has publications on, and answers inquiries about, control of household pests, **insects**, etc. In conjunction with municipalities provides grants for termite control. Contact regional or district offices listed in the Appendix.

416-965-2785

**NAT RES, FOREST RESOURCES BR** grows seedlings in provincial nurseries for the public and for Crown reforestation. Manages Crown forests to ensure regeneration, improve quality and growth and to protect them from wild fire, **insects** and disease. Takes inventory of forest base, controls harvesting and audits utilization in these Crown forests. Advises private landowners on tree planting, tending of woodlots and marketing timber. Provides private landowners with direct forestry assistance under the Woodlands Improvement Act. Provides grants to municipalities for land acquisition, the lands to be managed by the Ministry. Develops and tests new methods and equipment related to silviculture. Holds field days for public on growing Christmas trees, maple syrup production and forest management. Through a cooperative arrangement with the Min. of Intergov't Affairs pays grants to reduce property tax on managed forests.

## INSIDER TRADING

Insider Training, see CCR Ontario Securities Commission.

## INSTITUTIONAL TRAINING

416-965-6161

COLL UNIV, COLLEGE AFFAIRS BR is responsible for delivery of the ministry's **institutional training** programs. Coordinates and administers the development of post-secondary and adult education through Colleges of Applied Arts and Technology (CAATs), often called community colleges. Colleges work closely with Canada Employment Centres in providing occupational training for adults. For information about courses, contact local colleges or the Federal Program Section of the College Affairs Branch at 965-6151. The branch is also responsible for registration, regulation, inspection and control of private vocational schools (965-9127), and for Regional Schools For Nursing Assistants (965-4051).

416-965-5375

COLL UNIV, PROGRAM RESOURCES BR develops training standards and outlines, coordinates curricula, evaluates colleges (**institutional training**) and industrial training programs, and manages program approval procedure for all community colleges and industrial training in Ontario. Under the Employer-Sponsored Training (EST) Program (965-3665) provides consultative service and financial assistance (grants) to employers in the manufacturing industry to develop industrial training programs which meet specific skilled labour shortages. Funds are provided to Community Industrial Training Committees (CITC's) who plan and develop EST projects.

## INSULATION

The Canadian Home Insulation (grants) Program is a federal government program.

416-965-3246

ENERGY, CONSERVATION & RENEWABLE ENERGY PROGRAM. Energy Conservation Section (965-3051) is responsible for the development of policies and coordination of programs for the conservation of energy including measures designed for consumers and homeowners, innovations in transportation and urban development, improvements in energy use in public buildings and selected commercial enterprises, and public awareness. Renewable Energy Section (965-4365) develops policies and programs for alternate sources of energy such as solar heating, wind, wood, municipal waste, synthetic liquid fuels (e.g., alcohol, methanol) and the indigenous biomass resources of Ontario. Communications Services Section (965-3246) provides information service on all aspects of energy conservation including home **insulation** and solar energy. For information on the general role of this ministry see Energy The Ministry of Energy.

416-965-2826

HOUSING ONTARIO HOME RENEWAL PROGRAM (OHRP) provides per capita grants to municipalities to administer directly as loans to owner-occupants whose adjusted annual family income is \$12,500 or less. The grants are for the repair of faulty structural and sanitary conditions and the upgrading of the plumbing, heating, **insulation** and electrical systems of the residences. Not all municipalities have applied to be part of the OHRP. Eligible residents can contact local municipality if OHRP grants are available. In unorganized territories the OHRP is administered through Ministry of Northern Affairs Offices. See also Housing Business Improvement Area, Housing Downtown Revitalization Program and Housing Main Street Revitalization Program for other programs of Housing Community Renewal Br.

## INSURANCE

Insurance, see also Ontario Health Insurance Plan

416-965-1811

AG & FOOD, ONTARIO CROP INSURANCE COMMISSION makes available to farmers a crop insurance plan to insure about 30 commercially grown crops against natural disaster.

416-963-0471

CCR, FINANCIAL INSTITUTIONS DIV issues licences to and regulates **insurance** companies, investment contract companies, prepaid hospital and medical associations, mutual benefit and fraternal societies. Also issues licences to and regulates loan companies and trust companies (963-0477). Answers inquiries on **insurance** plans and premiums and advises policyholders involved in claims disputes (963-0471), and on deposits and mortgages with loan and trust companies (963-0477). Issues licences to **insurance** agents, brokers, salesmen, adjusters and investigates related complaints (963-0481). Deposits in credit unions and caisses populaires are insured with the Ontario Share & Deposit Insurance Corporation (OSDIC) (759-9778).

416-965-9419

CIV SERV, BENEFITS POLICY BR develops, recommends, implements and maintains policies with respect to pensions and benefit programs for employees of the Ontario Public Service (OPS). Coordinates public sector pension plans and activities of committees monitoring pension escalation fund and **insurance** programs. Assists Staff Relations Div in negotiating employee benefits in the OPS. Produces, updates and distributes information on benefits and pensions to all civil servants. For questions regarding administration of benefit plans call respective ministry personnel branch, or Employee Benefits Branch, Ministry of Government Services, 965-6861.

416-965-6254

GOVT SERV, INSURANCE AND RISK MANAGEMENT purchases **insurance** for the government and advises all Ontario ministries and special purpose bodies on **insurance** coverage, excluding employee benefits. For information on Ontario government employee benefits call 965-6861.

416-965-1160

REVENUE, CORPORATIONS TAX BR administers the Corporations Tax Act and the Railway Fire Charge Act. The branch deals with corporations tax, i.e., corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital), clearances of liens on sale of real property (when lien has been placed on corporation property in respect of unpaid tax, penalties or interest), consents to revive or surrender charters or to dissolve a corporation voluntarily and special tax on **insurance** companies based on taxable **insurance** premiums. Answers questions on corporations tax credits on investment in new issues of Small Business Development Corporations (SBDC) equity shares under the new SBDC Act (965-4040). For information on Land Transfer Tax, call 965-1774.

416-248-3617

TR & COMM, OFFICE OF LEGAL SERVICES provides legal services for the ministry including advice on driver and vehicle matters (248-3131). See first entry under Legal Services for description of functions. Regional solicitors who deal primarily with property matters are located in the Operations Division regional and district offices in Toronto, (248-3074); London, (519-681-1441); North Bay, (705-472-7900) and Kingston, (613-544-2220). Insurance & Claims (248-3127) handles **insurance** claims against the Crown for injuries and property damage arising from accidents on provincial highways or involving government vehicles, as well as claims by the Crown for damage to highway property or government vehicles excluding OPP vehicles.

416-965-1500

TR & COMM, VEHICLE RECORDS & INFORMATION, Licensing & Control Br provides information on vehicles to the police (965-4395) & for a fee to insurance companies, legal firms & the public. Write to: Vehicle Records, Min. of Transportation & Communications, Ferguson Block, Queen's Park, Toronto M7A 2A2; or go in person to Macdonald Block, Queen's Park or District Offices (see Appendix). Search Group (965-1563) provides current or historical (current plus 3 years) data on vehicles ownership, description & **insurance** searched by plate number, owner's name or serial number (for passenger cars and trailers). Fee is \$3. Terminal Operations (965-9545) issues replacement copies of lost vehicle permits at \$2. Inquire about replacements already applied for at 965-4620. Public Resolve Group (965-3635) helps correct records on vehicles when parking summonses & warrants were wrongly issued, or vehicles were sold & purchaser failed to complete transaction.

## INSURANCE ADJUSTERS

Insurance Adjusters, see CCR Financial Institutions.

## INTEREST RATES

Interest rates on credit purchases and loans are regulated under various federal and provincial laws. Provincial (Ontario) involvement includes the Consumer Protection Act (see CCR Consumer Services Bureaux) and the Unconscionable Transactions Relief Act (see ATT GEN County and District Courts).

## INTERGOVERNMENTAL

Intergovernmental, see also Federal-Provincial, Provincial-Municipal, Interprovincial or Municipalities.

416-965-6989

INTGOV AFF, PROVINCIAL MUNICIPAL AFFAIRS SECRETARIAT assesses and provides advice on provincial-municipal relations and programs. Maintains relations with municipal groups such as Municipal Liaison Committee (MLC), Assoc. of Municipalities of Ontario (AMO), Assoc. of Counties and Regions of Ontario (ACRO), Rural Ontario Municipal Association (ROMA) and Federation of Canadian Municipalities (FCM). Organizes provincial-municipal and tri-level **intergovernmental** consultation and conferences on joint programs of the federal, provincial and municipal governments. Publishes the Municipal Directory annually, detailing lists of counties, districts, cities, towns, townships, etc. in Ontario, with names and addresses of key officials, population figures, etc.; and 'Background', a weekly newsletter outlining legislation, publications and provincial projects of interest to business, municipalities, etc.

416-965-3505

TREAS ECON, INTERGOVERNMENTAL FINANCE & GRANTS POLICY BR coordinates provincial policy on transfer payments to local sector. Advises Cabinet on proposed changes to existing provincial-municipal grants structure, including deconditionalizing of various specific grants. Develops budget options for assistance to municipalities and monitors Ontario's revenue sharing commitment. Advises Treasurer and Cabinet on options for and administers all unconditional grants, valued at over \$480 million in 1979. Reviews and coordinates provincial policy in federal-provincial shared-cost programs, and federal-provincial equalization formula. Provides assistance to other provincial ministries in negotiations with federal government.

**INTERGOVERNMENTAL AFFAIRS**

Intergovernmental Affairs, Ministry Of, see INTGOV AFF Branch Name.

**INTERIOR DESIGN**

Interior Design in Government buildings, see Govt Serv Planning and Design Services Br.

**INTERNATIONAL**

416-965-7119

IND & TOUR, INDUSTRY & TRADE ANALYSIS BR Economic Analysis Section (965-5354) analyzes major industrial development issues to develop recommendations that will enhance the Ontario business environment. Market Research Section (965-4347) collects and analyzes **international** and domestic market data to assist expansion and diversification of Ontario manufacturing industry. Provides statistics and market data to industrial development and marketing officers and to the business community. Provides name of manufacturers of unusual or hard to find products. Publishes 'Ontario in Statistics' and 'Ontario Exports by Countries and Commodities'. A booklet on the exports business (Exporting Made Easier) is also available on request (965-8644).

IND & TOUR, INDUSTRY & TRADE DEVELOPMENT, responsible for the ministry's **international** operations, is decentralized into three areas: NORTH AMERICA BR (965-1015), EUROPE BR (965-5715), SPECIAL AREAS BR (965-5288). Assists business and the manufacturing industry in developing trade leads and sales outlets. Investigates marketing problems; screens potential licensees or joint ventures partners; assists in capital projects abroad. Organizes trade, technology and business opportunity missions, **international** trade fairs. Counsels foreign companies seeking manufacturing investment opportunities in Ontario. North America Br has offices in New York, Chicago, Los Angeles. Europe Br covers all European countries with offices in Brussels, Frankfurt, London, Milan, Paris & Stockholm. Special Areas Br deals with remaining areas and has offices in Tokyo. This branch also assists architects, engineers, heavy equipment manufacturers in obtaining **international** capital projects.

416-965-3356

INTGOV AFF, EXTERNAL ACTIVITIES COORDINATION SECRETARIAT provides policy advice on Ontario's participation in Canada's **international** relations. Coordinates such activities as Ontario participation in **international** conferences and programs, assessment of treaties and agreements, provision of **international** disaster assistance and analysis of information from Canadian embassies and **international** organizations. Provides federal-provincial liaison between the Ontario Government and the federal Department of External Affairs.

416-965-1215

INTGOV AFF, PROTOCOL SERVICES BR answers inquiries from other branches, agencies and the public about protocol procedures and social etiquette. Arranges official Ontario ceremonies, conferences and special events, including the 'At Queen's Park' series of concerts and exhibitions. A government hospitality fund provides resources to host hospitality functions (e.g., luncheons, dinners, receptions) where the Government officially welcomes visitors from outside Ontario who attend national or **international** events. Requests for assistance should be in writing to: The Minister of Intergovernmental Affairs, Queen's Park, Toronto, M7A 1C1.

416-965-2999

TREAS ECON, ECONOMIC POLICY BR conducts research and develops economic policy strategies in the areas of industry development, anti-inflation, energy, **international** trade, competition, and manpower policy and short and medium-term industrial and economic forecasts.

## INTERPROVINCIAL

416-965-2927

INTGOV AFF, FEDERAL-PROVINCIAL & INTERPROVINCIAL Affairs Secretariat provides policy advice on Ontario's participation in federal-provincial and **interprovincial** relations. Assesses current issues in Confederation including such matters as the distribution of powers. Identifies the effect of policy and program initiatives on Ontario's relations within federation. Makes recommendations to ministries on specific federal-provincial or **interprovincial** issues. Through the Ontario Quebec Permanent Commission (OQPC) promotes educational, public administration and cultural exchanges with Quebec by governments, individuals, groups, schools and organizations. See Intgov Aff Ontario Quebec Permanent Commission for information on the OQPC.

## INTESTATE

416-362-1331

ATT GEN, PUBLIC TRUSTEE manages estates of mentally incompetent persons (mainly those in psychiatric hospitals and facilities for the retarded). May be appointed Administrator of estates of Ontarians who die **intestate** without adult next-of-kin in Ontario and may manage such an estate as would a private trustee. May also be appointed Executor under a will. The Public Trustee is authorized to accept private trusts, Powers of Attorney, etc. Advises charitable organizations of legacies from wills and reviews operations of charities. Receives in trust assets of corporations undergoing dissolution. Authorized to receive funds in trust for perpetual care of cemeteries.

416-965-7314

ATT GEN, SURROGATE COURT probates wills of persons who die testate (with a Will), and letters of administration of persons who die **intestate** (without a Will). Issues letters of guardianship of persons and/or the estates of children. Processes applications for the custody of children. The Surrogate Court also handles contested claims against estates, Will trials, applications under the Succession Law Reform Act and Proof in Solemn Form of Lost Wills. Contact local Surrogate Court Registrar.

## INTGOV AFF ACCOUNTS SERVICE

416-965-4085

INTGOV AFF, ACCOUNTS SERVICE is provided by the Accounts and Offices Services Branch of the Ministry of Treasury & Economics. For a description of this function, see first entry under Accounting.

## INTGOV AFF ADMINISTRATIVE SERVICE

416-965-5420

INTGOV AFF, ADMINISTRATIVE SERVICE is provided by the Administrative Services Division of the Ministry of Treasury & Economics. For a description of this function, see first entry under Administrative Services.

**INTGOV AFF EXTERNAL ACTIVITIES COORDINATION**

416-965-3356

INTGOV AFF, EXTERNAL ACTIVITIES COORDINATION SECRETARIAT provides policy advice on Ontario's participation in Canada's international relations. Coordinates such activities as Ontario participation in international conferences and programs, assessment of treaties and agreements, provision of international disaster assistance and analysis of information from Canadian embassies and international organizations. Provides federal-provincial liaison between the Ontario Government and the federal Department of External Affairs.

**INTGOV AFF FEDERAL-PROVINCIAL & INTERPROVINCIAL**

416-965-2927

INTGOV AFF, FEDERAL-PROVINCIAL & INTERPROVINCIAL Affairs Secretariat provides policy advice on Ontario's participation in federal-provincial and interprovincial relations. Assesses current issues in Confederation including such matters as the distribution of powers. Identifies the effect of policy and program initiatives on Ontario's relations within federation. Makes recommendations to ministries on specific federal-provincial or interprovincial issues. Through the Ontario Quebec Permanent Commission (OQPC) promotes educational, public administration and cultural exchanges with Quebec by governments, individuals, groups, schools and organizations. See Intgov Aff Ontario Quebec Permanent Commission for information on the OQPC.

**INTGOV AFF FIELD SERVICES BR**

416-965-1495

INTGOV AFF, FIELD SERVICES BR operates a network of Field Services Offices in Ontario to advise and assist municipalities, the public, other government ministries and agencies on all aspects of local government. Coordinates Ministry relationships with municipalities. Identifies and initiates action in cases of municipal difficulty. Advice is provided through review of municipal financial statements, dissemination of information on existing programs, and as specifically requested. Contact Field Service Offices listed in the Appendix.

**INTGOV AFF INFORMATION SERVICE**

416-965-7171

INTGOV AFF, INFORMATION SERVICE is provided by the Communications Group of the Ministry of Treasury & Economics. See first entry under Information Service for a description of this function.

**INTGOV AFF INTERNAL AUDIT SERVICE**

416-965-5123

INTGOV AFF, INTERNAL AUDIT SERVICE is provided by the Internal Audit Services Branch of the Ministry of Treasury & Economics. For a description of this function, see first entry under Audit.

**INTGOV AFF LEGAL SERVICE**

416-965-6926

INTGOV AFF, LEGAL SERVICE provides legal services for the Ministry of Intergovernmental Affairs, the Niagara Escarpment Commission and the Ministry of Northern Affairs, including the Ontario Northland Transportation Commission.

**INTGOV AFF LOCAL GOVERNMENT ORGANIZATION BR**

416-965-6934

INTGOV AFF, LOCAL GOVERNMENT ORGANIZATION BR goals are to evaluate the responsibilities of Ontario's systems of local government (municipalities) and identify the range of functions and organizational structures which will strengthen the capacity of the local governments to: interpret the needs and aspirations of local communities; identify issues; determine priorities and be accountable for them.

**INTGOV AFF MUNICIPAL ADMINISTRATION BR**

416-965-3514

INTGOV AFF, MUNICIPAL ADMINISTRATION BR develops and promotes effective administrative and management practices by local governments (municipalities). Undertakes research to improve administrative, organizational, and personnel policies and practices in local government; prepares guidelines, standards, and reference material for local governments on administrative structures, processes and procedures. Administers the local government bilingualism program. Offers an advisory service to municipalities on the metric conversion program as it relates to local government.

**INTGOV AFF MUNICIPAL BUDGETS & ACCOUNTS BR**

416-965-2265

INTGOV AFF, MUNICIPAL BUDGETS & ACCOUNTS BR goals are to improve management of municipal finance by local government (municipalities); to provide municipal financial management expertise to other government offices; to oversee the municipal auditing function. Activities include improving municipal financial reporting, issuing bulletins and other publications on financial practices, developing a comprehensive financial procedures reference manual for municipalities and auditors, providing other government offices with qualified resources and information. The branch also issues licences to municipal auditors and oversees municipal audits; monitors legislation, policies, procedures and programs relating to municipal financial administration and is involved with associated education programs.

**INTGOV AFF ONTARIO QUEBEC PERMANENT COMMISSION**

416-965-2927

INTGOV AFF, ONTARIO QUEBEC PERMANENT COMMISSION promotes and stimulates cultural and educational exchanges between governments, individuals, groups, schools and organizations in Ontario and Quebec to foster understanding and cooperation between residents of the two provinces. The OQPC does not fund or operate programs directly but encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint support. Also coordinates exchanges between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

**INTGOV AFF PERSONNEL**

416-975-6171

INTGOV AFF, PERSONNEL Administration is provided by the Personnel Administration Branch of the Ministry of Treasury & Economics. For a description of this function, see first entry under Personnel.

**INTGOV AFF PLANNING & COORDINATION GROUP**

416-965-7039

INTGOV AFF, PLANNING & COORDINATION GROUP provides internal policy and administrative support to the Ministry including long range policy planning, liaison with Cabinet, Cabinet committees and other Ministries, preparation of annual estimates and monitoring of expenditures.

**INTGOV AFF PROTOCOL SERVICES BR**

416-965-1215

INTGOV AFF, PROTOCOL SERVICES BR answers inquiries from other branches, agencies and the public about protocol procedures and social etiquette. Arranges official Ontario ceremonies, conferences and special events, including the 'At Queen's Park' series of concerts and exhibitions. A government hospitality fund provides resources to host hospitality functions (e.g., luncheons, dinners, receptions) where the Government officially welcomes visitors from outside Ontario who attend national or international events. Requests for assistance should be in writing to: The Minister of Intergovernmental Affairs, Queen's Park, Toronto, M7A 1C1.

**INTGOV AFF PROVINCIAL MUNICIPAL AFFAIRS**

416-965-6989

INTGOV AFF, PROVINCIAL MUNICIPAL AFFAIRS SECRETARIAT assesses and provides advice on provincial-municipal relations and programs. Maintains relations with municipal groups such as Municipal Liaison Committee (MLC), Assoc. of Municipalities of Ontario (AMO), Assoc. of Counties and Regions of Ontario (ACRO), Rural Ontario Municipal Association (ROMA) and Federation of Canadian Municipalities (FCM). Organizes provincial-municipal and tri-level intergovernmental consultation and conferences on joint programs of the federal, provincial and municipal governments. Publishes the Municipal Directory annually, detailing lists of counties, districts, cities, towns, townships, etc. in Ontario, with names and addresses of key officials, population figures, etc.; and 'Background', a weekly newsletter outlining legislation, publications and provincial projects of interest to business, municipalities, etc.

**INTGOV AFF SUBSIDIES BR**

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

**INVENTORS**

416-965-5494

IND & TOUR, CONSULTATIVE SERVICES BR, COUNSELLING provides counselling services to those starting a small business, to **inventors** and entrepreneurs who wish to commercialize their ideas, and to businesses that need technical assistance in metric conver-

sion. Counselling to **inventors** includes information on what a patent is, how a patent-search can be conducted at the lowest cost, how to determine product marketability. Advises companies individually on marketing and exports, financial problems and business planning, and assists small companies that do not have traffic managers to determine the most economical method of packing and shipping products to consumers. Encourages production improvement and cost reduction through industrial engineering counselling assistance and through an energy management counselling program. For business counselling contact Queen's Park: 965-0410 (manufacturing programs), 965-5494 (marketing and financial programs) or regional offices listed in the Appendix (in Metro Toronto, 491-7680). See also Ind & Tour Consultative Services Br Grants.

416-965-5494

IND & TOUR, CONSULTATIVE SERVICES BR, GRANTS provides financial assistance to small business for projects which use new technology to develop new or improved products or processes through the Ontario Program for the Advancement of Industrial Technology (OPAIT). Stimulates greater awareness of industrial design and improved product design in small secondary manufacturing industries through the Product Design & Development Program (PDDP). Aids **inventors** or entrepreneurs to develop a prototype and to determine feasibility of manufacturing the product through the Program to Encourage Product & Process Innovation (PEPPI). Contact Queen's Park: 965-0410 (manufacturing programs), 965-5494 (marketing and financial programs) or regional offices listed in the Appendix (in Metro Toronto 491-7680). See also Ind & Tour Consultative Services Br Counselling.

## INVESTMENT

Investment, see also Investors.

416-963-0223

CCR, ONTARIO SECURITIES COMMISSION (OSC) maintains public files on companies' disclosure of take-over bids, proxy and proxy solicitation, insider trading and financial disclosure for the benefit of investors (963-0259). Processes mining and other prospectus offerings of securities as well as applications for transfer or release of securities from escrow (963-0239). Registers stockbrokers, salesmen and **investment** advisers, commodity futures dealers, salesmen and advisers (963-0228). Investigates complaints about stockbrokers and salesmen and commodity brokers and salesmen and complaints about actions by companies affecting the value of securities (963-0242). Answers general questions about commodity futures trading (963-0255).

IND & TOUR, INDUSTRY & TRADE DEVELOPMENT, responsible for the ministry's international operations, is decentralized into three areas: NORTH AMERICA BR (965-1015), EUROPE BR (965-5715), SPECIAL AREAS BR (965-5288). Assists business and the manufacturing industry in developing trade leads and sales outlets. Investigates marketing problems; screens potential licensees or joint ventures partners; assists in capital projects abroad. Organizes trade, technology and business opportunity missions, international trade fairs. Counsels foreign companies seeking manufacturing **investment** opportunities in Ontario. North America Br has offices in New York, Chicago, Los Angeles. Europe Br covers all European countries with offices in Brussels, Frankfurt, London, Milan, Paris & Stockholm. Special Areas Br deals with remaining areas and has offices in Tokyo. This branch also assists architects, engineers, heavy equipment manufacturers in obtaining international capital projects.

416-965-1160

**REVENUE, CORPORATIONS TAX BR** administers the Corporations Tax Act and the Railway Fire Charge Act. The branch deals with corporations tax, i.e., corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital), clearances of liens on sale of real property (when lien has been placed on corporation property in respect of unpaid tax, penalties or interest), consents to revive or surrender charters or to dissolve a corporation voluntarily and special tax on insurance companies based on taxable insurance premiums. Answers questions on corporations tax credits on **investment** in new issues of Small Business Development Corporations (SBDC) equity shares under the new SBDC Act (965-4040). For information on Land Transfer Tax, call 965-1774.

## INVESTMENT CONTRACT COMPANIES

416-963-0471

**CCR, FINANCIAL INSTITUTIONS DIV** issues licences to and regulates insurance companies, **investment contract companies**, prepaid hospital and medical associations, mutual benefit and fraternal societies. Also issues licences to and regulates loan companies and trust companies (963-0477). Answers inquiries on insurance plans and premiums and advises policyholders involved in claims disputes (963-0471), and on deposits and mortgages with loan and trust companies (963-0477). Issues licences to insurance agents, brokers, salesmen, adjusters and investigates related complaints (963-0481). Deposits in credit unions and caisses populaires are insured with the Ontario Share & Deposit Insurance Corporation (OSDIC) (759-9778).

## INVESTORS

Investors, see also Investment.

416-963-0223

**CCR, ONTARIO SECURITIES COMMISSION (OSC)** maintains public files on companies' disclosure of take-over bids, proxy and proxy solicitation, insider trading and financial disclosure for the benefit of **investors** (963-0259). Processes mining and other prospectus offerings of securities as well as applications for transfer or release of securities from escrow (963-0239). Registers stockbrokers, salesmen and investment advisers, commodity futures dealers, salesmen and advisers (963-0228). Investigates complaints about stockbrokers and salesmen and commodity brokers and salesmen and complaints about actions by companies affecting the value of securities (963-0242). Answers general questions about commodity futures trading (963-0255).

416-965-8470

**REVENUE, SMALL BUSINESS DEVELOPMENT PROGRAM.** When proclaimed the Small Business Development Corporations Act (SBDC), 1979 will allow Ontario residents to establish SBDCs to direct investment funds and provide managerial assistance to qualifying small businesses. Ontario resident **investors** in new equity shares of SBDC shares will receive a grant. Corporations who invest in new issues of SBDC equity shares will receive a credit against the Ontario corporate income tax. Grants or credit will equal 30% of amount paid for the shares. For further information call 965-8470 in Metro Toronto. Outside Metro Toronto dial direct (toll-free) 1-800-268-7121 except residents in area code 807 who should ask Operator for Zenith 8-2000 (toll-free).

416-965-6691

**TREAS ECON, SECURITIES BR** acts as registrar and transfer agent of the Provincial public debt issues, both domestic and foreign. Is responsible for the prompt payment of interest on public debt; supplies **investors** with information on transfer requirements;

arranges for complete service of debentures from issue to maturity. Also provides support for the programs of the Finance Management Branch in the investments of the Province and holds in safekeeping securities deposited with the Province by the public in accordance with the regulations of provincial legislation.

## ITINERANT SELLERS

416-963-0441

CCR, CENTRAL REGISTRATION SECTION under the Consumer Advisory Services Br provides actual registration functions and maintains central registry of any business registered under the following Acts: Consumer Protection (registration and bonding of **itinerant sellers**) Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers, Mortgage Brokers, Travel Industry and Paperback & Periodical Dealers (wholesalers of paperbacks & periodicals). Answers inquiries from government agencies and the public as to whether a business is registered under these Acts (963-0441). For new applications call 963-0446, renewals 963-0444, revisions 963-0448.

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, **itinerant sellers**, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

## JAILS

Jails, see Correctional Institutions

## JOB MART

416-965-5621

CIV SERV, ADMIN SERVICES BR, COMMUNICATIONS and Publicity Section produces TOPICAL, a semi-monthly paper which is distributed to Ontario civil servants including pensioners. **JOB MART**, a second paper containing information on job openings within the Ontario Public Service is produced as an insert in TOPICAL and as a separate publication on intervening weeks. Also handles job advertising in the press for all Ontario government ministries. Advises Commission staff on publications and related matters.

## JOBS

For job opportunities in the Ontario Public Service see Civ Serv Recruitment Br Staffing Services and Civ Serv Recruitment Br Temporary Services. See also each ministry's Personnel Branch listed under Personnel. See also entries under Employment for further information.

## JOINT VENTURES

IND & TOUR, INDUSTRY & TRADE DEVELOPMENT, responsible for the ministry's international operations, is decentralized into three areas: NORTH AMERICA BR (965-

1015), EUROPE BR (965-5715), SPECIAL AREAS BR (965-5288). Assists business and the manufacturing industry in developing trade leads and sales outlets. Investigates marketing problems; screens potential licensees or **joint ventures** partners; assists in capital projects abroad. Organizes trade, technology and business opportunity missions, international trade fairs. Counsels foreign companies seeking manufacturing investment opportunities in Ontario. North America Br has offices in New York, Chicago, Los Angeles. Europe Br covers all European countries with offices in Brussels, Frankfurt, London, Milan, Paris & Stockholm. Special Areas Br deals with remaining areas and has offices in Tokyo. This branch also assists architects, engineers, heavy equipment manufacturers in obtaining international capital projects.

416-965-5491

IND & TOUR, INDUSTRY BR, Product-Manufacturing Development Section assists the manufacturing industry to expand and diversify production by identifying opportunities through licensing arrangements, **joint ventures**, mergers and acquisitions, contracts and inventions, Product Prospecting Missions, Manufacturing Opportunity Days (MOD), Shows and Bulletins. A cooperative federal-provincial program between this ministry and the Department of Industry, Industry, Trade & Commerce has been developed to provide Ontario industries and the Ontario government with information on manufacturing industry statistics from a computerized data base. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Industrial Dev and Ind & Tour Industry Br Industrial Services.

## JUNIOR FARMER

416-965-1241

AG & FOOD, EXTENSION BR operates the Ontario farm management program to encourage farmers to use modern techniques to manage their livestock, soils, crops, machinery and finances. Administers the Farm Productivity Incentive Program which provides financial assistance to farmers for certain capital improvements and soil management projects on their farms. Local agricultural representatives (AG REPS) provide individual counselling, in-depth courses, commentaries over various media, displays and tours. Also act as resource for the Four-H (4-H) and **Junior Farmer** programs which provide agricultural and leadership training as well as social benefits for youth in rural areas. The branch is headquarters for the Junior Farmers' Association of Ontario. Contact AG REPS in county or district offices listed in the Appendix.

416-965-7661

AG & FOOD, RURAL DEVELOPMENT BR administers federal-provincial programs for farm and rural development including the Agricultural and Rural Development Agreement (ARDA) and General Development Agreement (GDA) subsidiaries. Manages programs which make available to farmers guaranteed bank loans, and the Industrial Milk Production Incentive, Labrusca Grape Conversion, Greenhouse Growers Storm Damage Assistance and Ontario Young Farmers Credit programs. Administers the Ontario **Junior Farmer** Establishment Loan Corporation. Contact Ministry's county or district office listed in the Appendix.

## JUNIOR RANGERS

416-965-2707

NAT RES, PERSONNEL BR performs the personnel functions for the Ministry of Natural Resources. For a description of branch activities, see first entry under Personnel. For personnel records call 965-3961; seasonal employment inquiries 965-1258. Also hires

qualified 17 year old persons as **junior rangers** (965-1258). There are personnel officers in each of the Ministry's eight Regional Offices.

## JURY

416-965-7351

ATT GEN, COUNTY AND DISTRICT COURTS have jurisdiction in both civil and criminal cases. Jurisdiction in civil cases is determined by nature of action and by amount claimed; in general the limit is \$7,500. Statutes under which the courts handle proceedings include: Landlord and Tenant, Change of Name (applications for name changes), Unconscionable Transactions Relief Act (excessive cost of loans) and Mental Incompetency (rights of the mentally incompetent). Persons rarely appear without legal counsel and in many cases either party may require trial by judge and **jury**. Criminal jurisdiction involves handling of trials, with or without **jury**, of all indictable offences with the exception of murder, piracy on the high seas and sedition. For inquiries in the Judicial District of York, contact County Court Clerk, 965-7351. Elsewhere, contact appropriate county or district court.

ATT GEN, PROVINCIAL COURTS, CRIMINAL DIV, presided over by judges appointed by the Ontario government, deal with approximately 90% of all criminal cases under the Criminal Code of Canada, all offences under the Statutes of Ontario and of Canada and all offences arising from infraction of local by-laws of municipalities and their boards. A person accused of an indictable offence which is not in the absolute jurisdiction of a judge of the Provincial Court and not one customarily tried before the High Court of Justice may elect to be tried before a County or District Court Judge sitting either alone or with a **jury**. Contact local County or District Court.

416-965-7491

ATT GEN, SHERIFF'S OFFICE. Sheriffs in judicial districts carry out the orders of all the courts of Ontario. Register Writs of Execution (Fieri Facias) and serve documents on behalf of members of the judiciary (e.g. appointments to **jury** duty), legal profession and the public. Sheriffs also call the court to order and announce the judge at the beginning of a session. Contact local Sheriff. In the Judicial District of York the Sheriff's office is located at 361 University Ave., Room 111, 965-7491.

416-363-4101

ATT GEN, SUPREME COURT OF ONTARIO, the highest civil court in the province, consists of three divisions: the High Court of Justice, the trial division; the Divisional Court of the High Court, with jurisdiction to hear certain appeals; and the Ontario Court of Appeal, which hears only appeals and is the highest court in the province. With certain exceptions, parties before the High Court may demand a trial by judge and **jury**. The Family Law Division of the High Court (965-7418) handles trials of divorce actions and motions relating to disputes between husband and wife or parents and children, e.g. infant custody, maintenance and/or support. There is a local office of the Supreme Court in every county or district. The Divisional Court and Court of Appeal sit in Toronto.

416-965-1681

REVENUE, ASSESSMENT FIELD OPERATIONS BR, through regional offices throughout Ontario (listed in the Appendix) implements the real property assessment program and undertakes the annual enumeration program for municipalities, which produces municipal voters lists, lists of persons who can be called for **jury** duty, identification of supporters for schools and census data. The branch is also responsible for assessments prepared for the Provincial Land Tax. The branch serves municipal governments, other Ontario ministries which use data as basis for distribution of municipal grants, and other

programs. Inquiries re property taxation, tax certificates, municipal voters lists, school support and municipal population should be referred to the Clerk or Treasurer of the appropriate municipality.

## JUSTICES OF THE PEACE

416-965-5184

ATT GEN, COURTS ADMINISTRATION PROGRAM manages the Civil and Criminal courts in Ontario and is involved with the implementation of French language services in Ontario courts. Ensures provision of adequate administrative services to county, Surrogate Court and Supreme Court of Ontario offices, including direction to sheriffs and bailiffs, court registrars and clerks (965-1524). Manages small claims courts and provides direction to small claims courts bailiffs and clerks (965-7945). Manages provincial (criminal and family) court offices (965-0916). Provides courts and office accommodation planning (965-8453). Handles court reporting services (965-2399). Regulates appointments of **justices of the peace**, notaries public and commissioners of oaths or affidavits (965-2848).

## JUVENILES

Juveniles, see also Children, Youth.

416-963-0667

ATT GEN, PROVINCIAL COURTS FAMILY DIV deal with Domestic Law (support orders for men, women & children); Child Welfare Law (child welfare, adoption & protection for neglected children); & Juvenile Law (**Juveniles**, between 7 and 16 yrs); assaults between members of a family. For Chief Judge's office phone 965-3214. There is a court in each county, region or municipality. In the Judicial District of York the courts are: 311 Jarvis St., 963-0667; Scarborough, 755-9209; Etobicoke, 236-2553; North York, 226-5031 and Newmarket, 895-8661. Child welfare cases are commenced by the local Children's Aid Societies. The police usually lay juvenile delinquency charges but any person aggrieved criminally (e.g. property damage, trespass, assault) by **juveniles** may prefer a private complaint.

COMM SOC, CHILDREN'S SERV DIV, INSTITUTIONS. Under The Children's Institutions Act and The Charitable Institutions Act, the Division may provide charitable organizations and social agencies with capital and operating grants and subsidies, and supervision and consultation to homes for children and youth (**juveniles**) whose parents are facing family crises, who are emotionally disturbed, delinquent or who abuse the use of drugs, or who need help to live independently in the community; and for homes for unmarried mothers. Under the Children's Residential Services Act establishes standards in all children's residential care programs and issues licences to individuals or groups operating group homes for three or more children. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

COMM SOC, CHILDREN'S SERV DIV, JUVENILE CORRECTIONS PROGRAM provides observation and detention services (in observation and detention homes) for **juveniles** awaiting court disposition. Supervises **juveniles** placed on probation by family court judges. Operates residential training schools for delinquent children or youth. Through aftercare services, supervises wards graduated from training schools and placed in community programs. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943. Training schools, observation and detention homes and probation & aftercare offices are also listed in the Appendix.

416-965-2663

EDUC, SPECIAL EDUCATION BR advises Minister on program policy regarding the education of exceptional students in elementary and secondary schools and schools for trainable retarded; provides liaison with professional and parent groups and government agencies regarding programs for exceptional students. Provides counselling, resources and guidelines to school boards for special education programs operated by local school systems, and to faculties of education which offer courses in special education. Operates residential school programs in schools for the blind and deaf; in developmental centre schools for the retarded, developmentally handicapped or emotionally disturbed; in training centres for **juveniles** and for children with severe learning disabilities. Operates a teacher education centre in Belleville for teachers of the deaf. These residential schools also serve as resource centres for local school boards establishing local day school programs for exceptional students (965-9222).

## **LABORATORY**

AG & FOOD, AGRICULTURAL RESEARCH INSTITUTE of ONTARIO inquires into research programs on agriculture, veterinary medicine and household science. Stimulates interest in agricultural research as a means of developing efficiency in the production and marketing of farm products in Ontario. Research projects include studies on livestock, poultry, field crops, horticultural plants, soils, food and nutrition, economics and marketing. Four research stations near Guelph, Ontario are administered by the University of Guelph (519-824-4120). The University also provides **laboratory** services. In Toronto contact 965-6695.

AG & FOOD, COLLEGES OF AGRICULTURE offer courses in farm management, agricultural production, agricultural engineering, agricultural **laboratory** technology, home economics or food service supervision, health of animals, livestock production, technology and management (e.g. horse breeding), agricultural business management. They also conduct agricultural research for the ministry. For further information: Centralia College in Huron Park (519-228-6691), Ridgetown College in Ridgetown (519-674-5456), Kemptville College in Kemptville (613-258-3411), New Liskeard College in New Liskeard (705-647-6701) and University of Guelph in Guelph (519-824-4120).

416-965-2411

AG & FOOD, FARM PRODUCTS QUALITY BR, MILK INDUSTRY Section undertakes programs to ensure that milk marketed in Ontario is produced under acceptable sanitary conditions and meets quality standards. Provides for inspection of all dairy farms and monthly testing of raw milk. Issues licences to and arranges for training and inspecting the work of milk and cream graders and testers, bulk tank milk graders, buttermakers and cheese-makers. Issues licences and regulates plants manufacturing milk products, oleomargarine and edible oils. The **laboratory** in Guelph analyzes all samples for butterfat, protein and lactose and reports results to the Ontario Milk Marketing Board for determining payment to producers. Conducts regular milk utilization audits.

416-965-5971

AG & FOOD, LIVESTOCK BR promotes production of livestock and high quality livestock products through management improvement programs and grants for Ontario producers. Maintains laboratories where milk samples are tested for butterfat content and a **laboratory** where feed samples are analyzed. This branch is responsible for acts affecting livestock producers, e.g., the Hunter Damage Compensation Act, the Artificial Insemination of Livestock Act (issuance of licences to providers of artificial insemination services for livestock), the Beef Cattle Marketing Act (licences of cattle dealers). Other acts provide for:

the grading of livestock and poultry and the regulation of stock yards, licences to those who conduct auctions of pure-bred livestock, payment of licence fees to the Ont. Sheep Ass'n on the sales of wool. Livestock specialists are available to give management advice to producers throughout Ontario.

416-824-4120

**AG & FOOD, PROVINCIAL PESTICIDE RESIDUE TESTING LABORATORY** in Guelph provides a chemical analytical service to all provincial ministries for the detection and measurement of pesticides, herbicides, fungicides, related industrial pollutants and heavy metals in the following areas: plant and animal tissues, fish and wildlife, soils, water, air and human tissues. Interprets significance of analytical results. Contact laboratory or ministries involved for research papers and reports. Identification of insects may be done by the Department of Environmental Biology, Rm 102, Graham Hall, University of Guelph upon receipt of carefully packed sample.

416-965-5841

**AG & FOOD, VETERINARY SERVICE BR LABORATORY SECTION** operates six laboratories that provide assistance to the livestock industry and veterinary practitioners by offering diagnostic, investigative, consultative and extension services. Carcasses and specimens from animals and poultry are submitted by veterinarians and farmers and tests are made to determine cause of disease. Administers the Ontario Hatchery Supply Flock Policy, involving monitoring procedures to control disease of poultry; and the Fur Farms Act, requiring licences of fur farmers.

416-248-3015

**ENV, LABORATORY SERVICES BR** provides ministry branches with analytical support for their projects involving environmental assessments and for pollution control programs. Participates in planning programs requiring analytical expertise and assists in analytical data interpretation. Updates analytical methods and develops procedures for measuring new environmental pollutants. The Central **Laboratory** in Toronto advises regional laboratories in Thunder Bay, London and Kingston on the use of new analytical procedures. Participates in environmental research projects aimed at clarifying the interaction of atmospheric and aquatic pollutants with the environment and their effect on human health including occupational health.

416-965-4063

**HEALTH, INSPECTION BR LABORATORY LICENSING Service** issues licences to and inspects medical laboratories to ensure development and maintenance of high standards of medical **laboratory** services and to encourage most economical use of available resources. Private and hospital laboratories are inspected annually, or as necessary, and facts on all aspects of **laboratory** operation are gathered. Also issues licences to specimen collection centres (bleeding stations).

416-248-3196

**HEALTH, LABORATORY SERVICES BR** has laboratories throughout the province which perform tests to assist in diagnosis, prevention and treatment of disease. Serves doctors, hospitals, other ministries, and analyzes drinking water for the general public. For drinking water specimen mailing kits call local public health **laboratory**, (see Appendix for list; in Toronto: 248-3171).

416-822-4111

**IND & TOUR, ONTARIO RESEARCH FOUNDATION** in Sheridan Park, Mississauga, Ontario L5K 1B3 provides Canadian industry, consultants and government with a broad range of research and development and technological services through non-profit, contract

industrial research. All work undertaken for clients is confidential. Multi-disciplinary, independent **laboratory** facilities of Ontario Research Foundation are used by over 1500 companies each year for projects ranging from short-term feasibility studies through product and process development to long-range scientific and engineering investigation.

416-965-3211

LABOUR, OCCUPATIONAL HEALTH BR provides a consulting service in occupational health to ministries and to industry. Occupational Health Medical Service (965-3610) provides consultation on medical & nursing services to those who provide in-plant health care facilities & a healthful working environment for employees. Occupational Health Engineering Serv. (965-4066) provides consultation to operating branches of the Occupational Health & Safety Division & to industry; visits plants & sites to identify & assess health hazards from exposure to chemical, physical & biological agents and to recommend control measures. Industrial Chest Disease Serv. (965-4075) deals with identification & prevention of respiratory diseases from occupational exposure to hazardous agents. Occupational Health **Laboratory** Serv. (965-7925) performs chemical analyses of biological specimens, air samples, industrial materials.

LABOUR, SPECIAL STUDIES & SERVICES BR. Health Studies Service (965-6375) conducts occupational health studies and provides consultative services on the effects of occupational and environmental exposure to chemical or other hazardous agents on human health. Safety Studies Service (965-6111) conducts studies in occupational safety and maintains contact with organizations involved in accident prevention. Radiation Protection Service (965-8178) directs a program to protect employees and the public from harmful effects of radiation including industrial X-Rays, radioactive materials, microwaves, lasers. Radiation Protection **Laboratory** (965-2201) analyzes radioactive materials. Develops monitoring techniques and equipment for identification of radioactive sources. The Branch also deals with contingencies related to nuclear power generating stations and heavy water plants.

416-965-0190

NAT RES, ONTARIO GEOLOGICAL SURVEY provides information on the geological and mineral resources of Ontario for development of policy on management of non-renewable resources, for land use planning and for exploration and development of Ontario's mineral wealth. Activities include geological, geophysical and geochemical surveys, mineral deposit studies, geochronology studies, development of new exploration techniques, presentation of classes & lectures on minerals. Analytical **laboratory** provides identification, chemical analyses and assays of mineral, rock and ore samples. The branch administers the Mineral Exploration Assistance Program to encourage approved mineral exploration in designated areas, and the geoscience research grants program to aid geoscience research at Ontario universities. Operates the Mining Library (965-1352). Published maps, reports, brochures, unpublished files & analytical services are used by the public, prospectors, mining companies, universities & government agencies. There are Regional Geologists in regional offices & Resident Geologists in Red Lake, Sioux Lookout, Kirkland Lake & Sudbury districts (see Appendix).

416-248-3987

TR & COMM, ENGINEERING MATERIALS OFFICE, Materials & Laboratory Services Section (248-3684) provides **laboratory** testing, technical evaluation and approval services related to soils, aggregates, asphalt, concrete, metals and chemicals used in construction and maintenance of highways and structures, e.g., bridges. Quality Assurance Section (248-3688) provides quality assurance policies and guidelines for Portland and asphalt concrete

pavements and provides specialized expertise in this area. Soil Mechanics Section (248-3282) carries out field investigations and recommends type of structure foundations and provides specialized expertise in this area. Pavement Design & Management Section (248-3255) provides pavement structure design and management as well as aggregate use policies and guidelines and provides specialized expertise in these areas.

**LABOUR**

Labour, Ministry of, see **LABOUR** Branch Name. See also Employees, Manpower.

**LABOUR ADMIN OPERATIONS BR**

416-965-6115

**LABOUR, ADMIN OPERATIONS BR** supplies the ministry with administrative services. For a description of functions see first entry under Administrative Services.

**LABOUR ADV COUNCIL ON OCC HEALTH & OCC SAFETY**

416-965-2448

**LABOUR, ADVISORY COUNCIL ON OCCUPATIONAL HEALTH & OCCUPATIONAL SAFETY** advises the Minister of Labour on matters involving occupational health and occupational safety. Provides liaison between the Ministry and special interest groups wishing to draw government attention to particular concerns in this field.

**LABOUR AUDIT SERVICES**

416-965-4137

**LABOUR, AUDIT SERVICES** is responsible for the ministry's audit function. For a description of the function see first entry under Audit.

**LABOUR CONCILIATION & MEDIATION SERVICES BR**

416-965-4108

**LABOUR, CONCILIATION & MEDIATION SERVICES BR** goals are to foster harmonious labour relations and to minimize disruption in the economy arising from strikes and lockouts. Provides conciliation officers who help labour and employers to arrive at a settlement of disputes. Provides mediation officers after the conciliation process if necessary. Also undertakes preventive mediation services during the term of an agreement. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

**LABOUR CONSTRUCTION HEALTH & SAFETY BR**

416-965-7161

**LABOUR, CONSTRUCTION HEALTH & SAFETY BR** is concerned with protecting the occupational health and safety of employees in the construction industry, including work on buildings, streets, sewers, water mains, underground work, and work under compressed air. The Branch periodically inspects construction sites, investigates refusals to work under unsafe conditions, and investigates fatalities and serious accidents. Provides consultative services to all involved in the construction industry, e.g. labour, management, contractors, designers. Safety publications are available. Contact Queen's Park or district offices listed in the Appendix. See also Labour Mining Health & Safety Br, Labour Industrial Health & Safety Br.

**LABOUR EMPLOYMENT STANDARDS BR**

416-965-5251

LABOUR, EMPLOYMENT STANDARDS BR sets and enforces standards of wages and working conditions in Ontario, including minimum wage, overtime pay, vacation pay, hours of work, public holidays, maternity leave, equal pay for equal work, termination of employment and equal benefits. May also collect unpaid wages on behalf of employees. Provides means for employees and employers to jointly petition Government for a schedule of wages and working conditions for their particular industry or trade. Also regulates and issues licences to employment agencies (965-0631). Provides for setting of wages rates and working conditions for construction industry and maintenance workers employed on government contracts. Employment Adjustment Services (965-3303) provides consulting services to employers and employees on termination of employment legislation and on adjustment programs available in situations of mass terminations of employment. Contact regional offices listed in the Appendix.

**LABOUR FINANCE BR**

416-965-4148

LABOUR, FINANCE BR supplies the ministry with financial management services. For a description of functions, see first entry under Accounting.

**LABOUR HANDICAPPED EMPLOYMENT PROGRAM**

416-965-2321

LABOUR, HANDICAPPED EMPLOYMENT PROGRAM under the Program Analysis and Implementation Division works to improve private sector employment opportunities for the physically handicapped through affirmative action with employers and the encouragement of self-employment. Provides a link between employers, trade unions, handicapped persons and special interest groups, voluntary programs, social agencies, and related government programs. Provides a clearing house for information relating to employment of the physically handicapped, engages in public education to overcome barriers to equal opportunity and advises handicapped persons seeking employment or promotion. Advises government on policy and legislation affecting employment of the handicapped.

**LABOUR INDUSTRIAL HEALTH & SAFETY BR**

416-224-1606

LABOUR, INDUSTRIAL HEALTH & SAFETY BR is concerned with protecting the occupational health and safety of employees in industry including the logging industry. (For the construction and mining industries, see Labour Construction Health & Safety Br and Labour Mining Health & Safety Br). This branch encourages employers and employees to assume primary responsibility for occupational health and safety programs by establishing Internal Responsibility Systems and consulting with them so problems are recognized and ongoing safety programs are established. Periodically inspects industrial establishments and logging sites; investigates refusals to work under unsafe conditions; investigates fatalities and serious accidents. Reviews plans for new buildings and alterations to existing ones to check occupational health and safety hazards. Head Office at 400 University Ave., 9th floor (965-4125) is responsible for overall program implementation. For inquiries contact district offices listed in the Appendix (In Metro Toronto, 224-1606).

**LABOUR INFORMATION SERVICES BR**

416-965-7941

LABOUR, INFORMATION SERVICES BR is the information service for the Ministry of Labour. For a description of activities, see first entry under Information Service.

**LABOUR LEGAL BR**

416-965-6625

LABOUR, LEGAL BR provides legal services for the Ministry of Labour. For a description of branch activities, see first entry under Legal Services.

**LABOUR MINING HEALTH & SAFETY BR**

416-965-1328

LABOUR, MINING HEALTH & SAFETY BR is responsible for the administration of the Mining Act and the succeeding legislation for mines, open pits, industrial quarries, metallurgical operations, and for sand, clay, shale and gravel pits to reduce hazards to safety and occupational health in the workplace. Periodically inspects these establishments; conducts air samples to ensure a safe working environment. Investigates refusals to work under unsafe conditions. Investigates fatalities and serious accidents. Consults with labour and management to increase their involvement in identifying and solving occupational health and safety hazards. Reviews and provides advice on pre-development plans of mining and metallurgical operations to check electrical, mechanical and occupational health and safety hazards before construction. Tests hoist cables and trains mine rescue personnel. Contact Queen's Park or district offices listed in the Appendix. See also Labour Construction Health & Safety Br, Labour Industrial Health & Safety Br.

**LABOUR OCCUPATIONAL HEALTH BRANCH**

416-965-3211

LABOUR, OCCUPATIONAL HEALTH BR provides a consulting service in occupational health to ministries and to industry. Occupational Health Medical Service (965-3610) provides consultation on medical & nursing services to those who provide in-plant health care facilities & a healthful working environment for employees. Occupational Health Engineering Serv. (965-4066) provides consultation to operating branches of the Occupational Health & Safety Division & to industry; visits plants & sites to identify & assess health hazards from exposure to chemical, physical & biological agents and to recommend control measures. Industrial Chest Disease Serv. (965-4075) deals with identification & prevention of respiratory diseases from occupational exposure to hazardous agents. Occupational Health Laboratory Serv. (965-7925) performs chemical analyses of biological specimens, air samples, industrial materials.

**LABOUR ONTARIO LABOUR RELATIONS BOARD**

416-965-4151

LABOUR, ONTARIO LABOUR RELATIONS BOARD administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for employers & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for employees in hospitals; Colleges Collective Bargaining Act. Also administers unfair declarations of strikes and lockouts and consents to prosecute under the School Boards and Teachers Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade unions and construction industry employer organizations; investigates unfair labour practice by unions and employers; rules on the legality of strikes and lockouts; conducts arbitration

hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

**LABOUR ONTARIO LABOUR-MANAGEMENT ARBITRATION**

416-965-5669

**LABOUR, ONTARIO LABOUR-MANAGEMENT ARBITRATION COMMISSION** approves persons as chairmen of Arbitration Boards and as single arbitrators, dealing with rights disputes between employers and employees with collective agreements only, and with interest disputes in hospitals under the Hospital Labour Disputes Arbitration Act. Performs administrative functions for arbitration boards, e.g. sells copies of arbitration awards; sponsors training programs for arbitrators; cooperates in publication of Labour Arbitration Cases covering awards throughout Canada. The Ontario Labour-Management Arbitration Commission publishes a monthly bulletin summarizing all awards received by the Commission.

**LABOUR ONTARIO MANPOWER COMMITTEE SECRETARIAT**

416-965-9017

**LABOUR, ONTARIO MANPOWER COMMITTEE SECRETARIAT** is a coordination agency that supports the Ontario Manpower Coordinating Committee (OMCC). The OMCC is chaired by the Minister of Labour and comprises Deputy Ministers and Deputy Provincial Secretaries of the ministries and policy fields having manpower responsibilities. The OMCC was established to develop and articulate Ontario position on manpower issues, to improve interministerial cooperation and information flow and to ensure that Ontario's interests, rather than those of one ministry alone, are reflected in dealings with the federal government. The Secretariat is responsible for over-all coordination functions such as definition and analysis of manpower issues and policies, exchange of information on the labour market, representation of Ontario at interprovincial and federal-provincial meetings, development of manpower programs or activities that have not yet been assigned to a particular ministry.

**LABOUR ONTARIO QUALITY OF WORKING LIFE CENTRE**

416-965-5958

**LABOUR, ONTARIO QUALITY OF WORKING LIFE CENTRE.** Quality of Working Life (QWL) is a concept with interlocking goals: greater self-fulfilment of employees, improved labour relations and better performance of a company for the benefit of both employees and employers. The Centre assists in establishing joint labour-management QWL projects in selected industries and communities. Helps to provide training of individuals and organizations in QWL approaches. Undertakes information and research activities, promotes a community interest in QWL concepts and will publish a newsletter on QWL developments.

**LABOUR PERSONNEL BR**

416-965-6121

**LABOUR, PERSONNEL BR** performs the personnel functions (see first entry under Personnel) for the Ministry of Labour. The Branch is also involved with the Ministry's summer employment program, Students in Industrial Relations (STIR). The Ministry hires senior university and community college students and places them with sponsoring organizations, i.e. companies, unions, law and consulting firms, to give them practical exposure in the industrial relations field.

## LABOUR RELATIONS

416-965-1455

**CIV SERV, PUBLIC SERVICE APPEAL BOARDS.** The Public Service Grievance Board and the Public Service Classification Rating Committee (965-1455) are tribunals which hear appeals about grievances of employees of the Ontario Public Service regarding dismissal, working conditions and job classification. The Crown Employees Grievance Settlement Board (598-0688) hears grievances arising in the various bargaining units represented by the Ontario Public Service Employees Union (OPSEU), the Ontario Liquor Boards Employees Union, the Workmen's Compensation Board Employees Union, and the Ontario Housing Employees Union. The Ontario Public Service **Labour Relations** Tribunal (598-0688) hears appeals re union representation, jurisdiction, union dues, bargaining units, etc., and generally administers the Crown Employees Collective Bargaining Act, 1972 (amended). Arbitration Boards (ad hoc) hear and adjudicate disputes between employees and unions re wages, collective agreements.

416-965-2002

**CIV SERV, STAFF RELATIONS DIV** represents the Crown as the employer in all collective bargaining in the Ontario Public Service. Determines and coordinates policy on **labour relations** for all ministries. Collects, analyzes and exchanges data on employment and compensation (pay policy) practices in the public and private sectors.

416-965-4108

**LABOUR, CONCILIATION & MEDIATION SERVICES** BR goals are to foster harmonious **labour relations** and to minimize disruption in the economy arising from strikes and lockouts. Provides conciliation officers who help labour and employers to arrive at a settlement of disputes. Provides mediation officers after the conciliation process if necessary. Also undertakes preventive mediation services during the term of an agreement. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

416-965-4151

**LABOUR, ONTARIO LABOUR RELATIONS BOARD** administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for employers & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for employees in hospitals; Colleges Collective Bargaining Act. Also administers unfair declarations of strikes and lockouts and consents to prosecute under the School Boards and Teachers Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario **Labour Relations** Board deals with certification of employee trade unions and construction industry employer organizations; investigates unfair labour practice by unions and employers; rules on the legality of strikes and lockouts; conducts arbitration hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

416-965-5958

**LABOUR, ONTARIO QUALITY OF WORKING LIFE CENTRE.** Quality of Working Life (QWL) is a concept with interlocking goals: greater self-fulfilment of employees, improved **labour relations** and better performance of a company for the benefit of both employees and employers. The Centre assists in establishing joint labour-management QWL projects in selected industries and communities. Helps to provide training of individuals and organizations in QWL approaches. Undertakes information and research activities, promotes a community interest in QWL concepts and will publish a newsletter on QWL developments.

416-965-6101

LABOUR, RESEARCH BR provides information on wages, **labour relations**, occupational health and safety, collective bargaining, working conditions, quality of working life, human rights, employment and unemployment trends, labour market conditions and manpower, occupational data on women in the Ontario Public Service and on women in management. Provides internal policy analysis. Collects, analyzes and maintains a library on Ontario Collective Bargaining Agreements (965-6886). Maintains a library containing other labour related material (965-1641).

## LABOUR RESEARCH BR

416-965-6101

LABOUR, RESEARCH BR provides information on wages, labour relations, occupational health and safety, collective bargaining, working conditions, quality of working life, human rights, employment and unemployment trends, labour market conditions and manpower, occupational data on women in the Ontario Public Service and on women in management. Provides internal policy analysis. Collects, analyzes and maintains a library on Ontario Collective Bargaining Agreements (965-6886). Maintains a library containing other labour related material (965-1641).

## LABOUR SPECIAL STUDIES & SERVICES BR

LABOUR, SPECIAL STUDIES & SERVICES BR. Health Studies Service (965-6375) conducts occupational health studies and provides consultative services on the effects of occupational and environmental exposure to chemical or other hazardous agents on human health. Safety Studies Service (965-6111) conducts studies in occupational safety and maintains contact with organizations involved in accident prevention. Radiation Protection Service (965-8178) directs a program to protect employees and the public from harmful effects of radiation including industrial X-Rays, radioactive materials, microwaves, lasers. Radiation Protection Laboratory (965-2201) analyzes radioactive materials. Develops monitoring techniques and equipment for identification of radioactive sources. The Branch also deals with contingencies related to nuclear power generating stations and heavy water plants.

## LABOUR STANDARDS & PROGRAMS BR

416-965-8710

LABOUR, STANDARDS & PROGRAMS BR identifies need for occupational health and safety programs; supports their development, implementation and evaluation. The branch has four groups. Program Analysis & Evaluation (965-8710) coordinates identification of short and long-term goals, definition of objectives, program planning and evaluation. Maintains occupational health and safety data, i.e. illnesses and injuries. Hazard Identification & Programming (965-8710) coordinates identification and assessment of hazardous agents in the workplace. Coordinates preparation of data sheets, guidelines and regulations. Industry Sector Programming (965-8510) identifies occupational health and safety priorities by industry sector and coordinates development of hazards control programs by sector (e.g., construction industry, logging industry, mining). Coordinates development of training programs for Occupational Health and Safety Division staff. See also Labour Standards & Programs Br Advisory Services for functions of the branch's fourth group.

**LABOUR STANDARDS & PROGRAMS BR ADVISORY SERVICES**

416-965-8710

LABOUR, STANDARDS & PROGRAMS BR ADVISORY SERVICES provides an information service on occupational health and safety matters and publishes related material to assist with control of hazards in the workplace. Provides administrative support to Provincial Lottery Awards Committees which make available grants for occupational health and safety applied research and manpower training and development programs. For information on these grants write to this Branch and Ministry, 400 University Ave., Toronto M7A 1T7. See also Labour Standards & Programs Br for information on other activities of this branch.

**LABOUR SYSTEMS AND ADP BR**

416-965-4165

LABOUR, SYSTEMS AND ADP BR provides a systems development, design, implementation and maintenance service to the Ministry of Labour in addition to providing this service to some programs of the Ministry of Consumer & Commercial Relations and the Ministry of Education. Service includes data entry, processing and output control.

**LABOUR WOMEN CROWN EMPLOYEES OFFICE**

416-965-0564

LABOUR, WOMEN CROWN EMPLOYEES OFFICE acts as an internal consultant to Ontario government ministries and Crown agencies in developing, coordinating and monitoring affirmative action plans to upgrade the status of their women staff. The Affirmative Action Program of the Ontario Government operates under a directive and guidelines from Management Board of Cabinet to accelerate the rate of change in the status of women employees of the Ontario Public Service. The office provides impetus and technical advice to individual Deputy Ministers (program managers) and Women's Advisors (consultants). Prepares annual report on the status of women Crown employees. Reports regularly to Management Board on the progress of the corporate program which promotes equal opportunity for women employed in the public sector. For affirmative action activities by specific ministries and agencies contact ministry or agency Women's Advisor.

**LABOUR WOMEN'S BUREAU**

416-965-1537

LABOUR, WOMEN'S BUREAU is an information service and resource centre for people interested in the employment status of women in Ontario. Provides advice to employers in the private sector who wish to implement equal opportunity programs for full utilization of women employees. Advises government on women's issues; provides labour legislation information through speakers and publications. Conducts research on the status of women in Ontario's labour force; provides consultative service on employment counselling. Although individual counselling is not available, the Bureau can refer people to appropriate sources. Provides outreach program to serve low-income, immigrant and native women.

**LAKES**

Lakes, see also Great Lakes.

416-965-2105

ENV, WATER RESOURCES BR HYDROLOGY & Monitoring Section coordinates water quality and quantity programs related to lakes and other inland waters. Provides geotechnical support for ministry hydrogeological and ground water development and protection programs. Issues licences to contractors of water wells and participates in policy making and

application of the water taking permit program. Contact regional or district offices listed in the Appendix.

416-248-3058

ENV, WATER RESOURCES BR LIMNOLOGY and Toxicity Section does studies on relationships between aquatic organisms and the water environment (e.g. problem weed species, aquatic weed harvesting). Limnology Unit monitors water quality in recreational lakes and assesses and develops lake restoration methods. The Toxicity Section provides data on lethal effects of waste from industry, pesticides and other contaminants or hazardous agents on fish and other aquatic organisms (e.g. mercury levels). Contact regional or district offices listed in the Appendix.

416-965-4590

ENV, WATER RESOURCES BR WATER MODELLING SECTION develops, adapts and applies mathematical models and analytical methods to represent and predict the response of lakes, streams, and ground water to waste inputs, withdrawals, pollution control measures, land-use practices and climatic conditions in order to aid development of water management policy and assess effects on environment. Conducts studies in representative areas to develop and test models. Contact regional or district offices listed in the Appendix.

416-965-1271

NAT RES, ENGINEERING SERVICES BR is responsible for design, construction and maintenance of dams, docks and other hydraulic structures and improvements. Does special engineering, water management, shoreline management and hydrology studies to prevent flooding and erosion. Also coordinates resource access construction and maintenance (e.g., water access and road programs). Administers The Lakes and Rivers Improvement Act which regulates the construction and operation of dams and diversions in the province.

416-965-7883

NAT RES, FISHERIES BR provides information on fishing conditions and regulations, open seasons, limits, licences, fish farming regulations, fish identification and conservation, hatcheries and sanctuaries, lamprey identification, mercury levels, freeze-up and break-up. Commercial Fish Section (965-3345) coordinates, regulates and issues licences for all commercial fishing in Ontario. The branch conducts biological and environmental research and provides information on scientific fish management at Maple (832-2761) and through research stations located at Glenora, Sault Ste Marie, Thunder Bay, Wheatley; Harkness Laboratory in Algonquin Park and South Baymouth Laboratory at Tehkummah. Can also supply information on the physical and chemical characteristics and improvement of lakes, rivers and streams as well as depth charts, shorelines, water access and fishing maps. Provides liaison with the Federal government on boating restriction regulations and Small Craft Harbours and answers related inquiries (965-7887). For local information and guidance contact district offices listed in the Appendix.

416-965-2899

NAT RES, LAND USE COORDINATION BR establishes methods and procedures to coordinate planning for the use of Crown land particularly to increase the number of cottage lots provided on Crown land in Northern Ontario. Participates in land use planning done by other ministries. Prepares lake plans and conducts studies to determine the suitability of small Crown lakes and rivers for recreation activities, particularly cottaging. Coordinates the preparation of environmental assessments for the Ministry subject to the Environmental Assessment Act, 1975 (965-5344). Coordinates the input to and review of plans of municipalities and other agencies relative to this ministry's plans and programs.

## LAND

Land, assessment for property taxation, see Assessment, also Property Taxation. See also Real Property, Real Estate, Crown Land, Farm Land and key words following Land in this Index, e.g., Land Claims, Land Compensation Board, Land Development.

416-963-0436

CCR, LAND BOUNDARIES PROGRAM, Legal & Survey Standards Br provides a quality control for surveys, plans and description of **land** including condominiums (its by-laws, declaration and description), for registration in land registry offices. Also provides for the confirmation of the true location of boundary lines which have been lost or obliterated. Provides financial assistance under the Land Titles Survey Fund under special circumstances. Contact Queen's Park or **Land** Registry Offices, listed in the Appendix.

416-963-0423

CCR, PROPERTY LAW PROGRAM, Legal & Survey Standards Branch performs statutory functions of Director of Titles: responsible for legal quality of **land** registration records and instruments. Drafts amendments to, and regulations under the Land Titles Act, the Registry Act, the Condominium Act (governing condominiums), the Boundaries Act and the Certification of Titles Act. Processes applications of title and for conversion of title from the land registry system to the land titles system.

416-963-0406

CCR, REAL ESTATE AND BUSINESS BROKERS ACT ensures protection of Ontario consumers through registration of real estate and business brokers and salesmen. The Ministry's Central Registration Section performs the registration function and maintains a central file of registrants, (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File 963-0441). Before foreign **land** can be sold in Ontario, sellers must provide prospective buyers with accurate description of property and terms of sale. Description is checked for accuracy by inspectors. Complaints regarding real estate and business brokers are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

416-963-0465

CCR, REGIONAL PROPERTY REGISTRATION Branches I and II phone numbers are 963-0462 & 963-0466 respectively. The branches operate land registry offices (LRO's) throughout Ontario which provide services of the land titles and land registry systems. The LRO'S register and record documents for real property (**land**) and personal property titles including liens on them. Registration records (including those of condominiums) may be examined for a fee. Mortgages are normally discharged through a lawyer who prepares the document. The discharge is then registered with the local LRO. There is a LRO in each county or district (see Appendix for list). In Toronto LRO'S are located at New City Hall, with these telephone numbers: Toronto and York Land Titles, 965-5248; Toronto Land Registry, 965-7553; Toronto Boroughs and York South Land Registry, 965-7588.

416-965-3284

ENV, WASTE MANAGEMENT BR, WASTE SYSTEMS PLANNING Section. The Waste Management Branch coordinates programs concerned with the disposal of waste on **land**. Waste Systems Planning Section deals with pollution by industry (such as mining, metals, food, petroleum) and municipal and private solid wastes. These include hazardous industrial waste, industrial sludges and pretreatment residues, municipal sewage sludge, derelict motor vehicles, soft drink or beverage containers, and their disposition at waste disposal sites. Coordinates related federal-provincial activities; provides technical support regarding industrial waste treatment and control with respect to water, air and solids. Coordinates project to take inventory and recommend rehabilitation of derelict mining land throughout

Ontario. See also Env Waste Management Br Waste Utilization Section. Contact regional or district offices listed in the Appendix for complaints on related pollution.

416-636-8015

ENV, WASTE MANAGEMENT BR, WASTE UTILIZATION Section. The Waste Management Br coordinates programs concerned with the disposal of waste on **land**. Waste Utilization Section develops and implements a comprehensive waste management program including new procedures for resource recovery and recycling, especially for energy conservation. Operates full scale experimental plant for technology research and market development. Provides grants for selected technology demonstration projects. Promotes source separation projects (recovery of waste newspaper, glass and cans from residential garbage) in selected municipalities. See also Env Waste Management Br Waste Systems Planning.

416-965-2172

GOVT SERV, PROGRAM MANAGEMENT BR is responsible for the management of all accommodation projects of the Ontario Government. Ensures that all projects are completed on schedule, within the budget, and to the satisfaction of client ministries. Coordinates accommodation projects related to capital accommodation, **land** acquisition for capital projects, leasing, lease-purchase and accommodation alterations. Provides liaison for the Ministry of Government Services with all ministries and government agencies for all accommodation needs.

416-965-2155

GOVT SERV, REALTY SERVICES BR is responsible for the appraisal, negotiation and surveys required in the acquisition and sale of real estate for most ministries, including **land** required for construction programs. Appraises, negotiates and acquires leased accommodation (965-4777). Handles interim management of government property and disposes of such through sale or lease (965-2040). Assists employees of the Ontario Public Service transferred to other locations in Ontario in selling their homes under the Home Owner Employee Relocation Plan (phone: 965-3444). Maintains an inventory of government-owned **land**, buildings, leases and accommodation (965-6745).

416-965-0250

HOUSING, LAND OPERATIONS BR is responsible for the supervision of engineering and professional service contracts for all Ontario Land Corporation (OLC) development projects, except North Pickering and Townsend. It also manages provincially-owned properties within the North Pickering site and provides liaison with Ministry of Government Services in the management of other OLC lands, including Townsend.

416-965-9164

HOUSING, MARKETING & LONG TERM PLANNING BR is responsible for long term market analysis, marketing and planning for all provincial **land** held by the Ontario Land Corporation for residential, commercial and industrial development (e.g., industrial parks). Responsibility includes related long term financial and economic planning and capital financing. Major developments in the land development program include the new communities of North Pickering and Townsend and projects in Malvern, Saltfleet, Hamilton Mountain, Kitchener and Windsor. For information on the North Pickering and Townsend Projects, see Housing North Pickering Project and Housing Townsend Community Development Project. For information on **land** available for lease contact Housing Land Operations Br (965-0250) for North Pickering, AG & Food Foodland Development Br (965-9433) for agricultural land, and Govt Serv Realty Services Br Property Administration (965-2040) for the other areas.

416-965-2512

HOUSING, ONTARIO LAND CORPORATION (OLC) is the corporate vehicle for the Ministry's Land Development Wing, responsible for planning, developing and marketing all provincially-owned **land** acquired for development, including the new communities of Townsend and North Pickering.

416-965-6283

NAT RES, CONSERVATION AUTHORITIES BR encourages the conservation, development and utilization of water and related **land** resources by providing policy, funding assistance, management and planning direction to Conservation Authorities, autonomous bodies established under the Conservation Authorities Act. Provides grants to support resource management projects initiated and undertaken by the Authorities. These include water and **land** management programs (flood plain mapping, environmental assessments, flood control works, such as dams, channel improvements and erosion control structures) and conservation and recreation **land** management programs (reforestation and woodlots management, wildlife management, outdoor recreation information and education).

416-965-2785

NAT RES, FOREST RESOURCES BR grows seedlings in provincial nurseries for the public and for Crown reforestation. Manages Crown forests to ensure regeneration, improve quality and growth and to protect them from wild fire, insects and disease. Takes inventory of forest base, controls harvesting and audits utilization in these Crown forests. Advises private landowners on tree planting, tending of woodlots and marketing timber. Provides private landowners with direct forestry assistance under the Woodlands Improvement Act. Provides grants to municipalities for **land** acquisition, the lands to be managed by the Ministry. Develops and tests new methods and equipment related to silviculture. Holds field days for public on growing Christmas trees, maple syrup production and forest management. Through a cooperative arrangement with the Min. of Intergov't Affairs pays grants to reduce property tax on managed forests.

416-965-1316

NAT RES, LANDS ADMINISTRATION BR, Acquisition Section (965-2738) acquires **land** for ministry needs. Public Lands Section (965-2741) is responsible for the disposition and management of Crown land including cottage lots and water lots; also answers general inquiries. Mining Lands Section (965-1323), is responsible for issuing licences to prospectors, registration and disposition of Crown mining lands; licensing of sand and gravel removals from Crown land (965-6918). Titles Section (965-1319) issues Crown leases, land patents (Crown patents), licence of occupation. Can give information (from the Domesday Book) on **land** that was formerly Crown land. Maintains acreage tax rolls; carries out forfeiture process for patented mining lands.

416-965-6225

NAT RES, SURVEYS & MAPPING BR provides topographical and cadastral descriptions of the **land** base. Branch Director is Surveyor General (965-6225). Cartography Section (965-4743) produces planimetric, geological and other thematic maps illustrating ministry field surveys. Drafting Services Section (965-7108) provides drafting, mapping and graphics support to the ministry. Maps are distributed by the Map Unit, Administrative Services Br (965-6511). Geographical Referencing Section (965-4538) carries out technical studies in automated cartography and associated digital information systems. Operates and maintains provincial control survey data bank, sets standards for control surveys and establishes base lines for instrument calibration. Cadastral Surveys Section (965-2714) installs and maintains control surveys. Has data from ministry and private surveyors on resurveys of

township boundaries and Crown land surveys prior to their disposition under statute. See also other sections of this branch described individually.

416-965-1700

REVENUE, SUCCESSION DUTY & LAND TAX BR administers the following Acts: Succession Duty, Gift Tax, Land Speculation Tax, Land Transfer Tax and Provincial Land Tax. Although the Land Speculation Tax Act was repealed in October, 1978 and the Succession Duty and Gift Tax Acts were repealed in April, 1979, the branch continues to collect tax that arose before the repeal dates. Land Transfer Tax (965-1774) is a tax on individuals or corporations registering **land** or an interest in land in Ontario. Land Transfer Tax is two-fifths of 1 per cent on the first \$45,000 and four-fifths of 1 per cent on the rest. Non-residents of Canada pay 20% tax on restricted **land** (farm land, recreational land, etc.). Land Transfer Tax is paid to the Land Registrar before a conveyance is registered. Provincial Land Tax is collected from **land** owners in unorganized territories in Ontario.

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, PROVINCIAL ROADS OFFICE develops program spending policy on provincial roads and evaluates results (248-3571). To provide references in program planning the branch maintains supporting highway inventory, i.e. a linear reference system, data on physical attributes of highways such as bridges, and data on accidents and traffic volume (248-3066). Coordinates the ministry's corridor policy concerning use of **land** adjacent to roads and highways (248-3658). Undertakes special urgent planning studies (248-3571). See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

416-248-3967

TR & COMM, PROPERTY BR is responsible for policies and procedures pertaining to the appraisal and acquisition including expropriation of property required for Ministry programs. Also handles administration and **land** management (248-3213). Contact Operations regional and district offices listed in the Appendix. In Metro Toronto, call Central Region, 248-3455.

## LAND CLAIMS

416-965-6045

NAT RES, OFFICE OF INDIAN RESOURCE POLICY researches and responds to specific Indian **land claims** and problems. Keeps the Ministry aware of the possible extent of future **land claims**. Develops Ministry positions and prepares recommendations to Cabinet. Does research in consultation with other ministries, the Federal Government, Indian Band Councils and native peoples associations. On the direction of Cabinet, negotiates the settlement of valid **land claims** with the Indian people involved. Coordinates and/or initiates ministry policy development that has a significant impact on native peoples, i.e. wild rice, hunting and fishing and treaty rights, land allocation, etc.

## LAND COMPENSATION BOARD

416-965-1012

ATT GEN, LAND COMPENSATION BOARD determines compensation for land taken either through expropriation by a Statutory Authority or through consent to arbitration under Ontario legislation, for damages for injurious affection to land caused by a Statutory Authority, for personal and business damages, and for disturbance damages. The **Land Compensation Board** provides information on arbitration proceedings for compensation and related matters.

## LAND DEVELOPMENT

416-965-9164

**HOUSING, MARKETING & LONG TERM PLANNING BR** is responsible for long term market analysis, marketing and planning for all provincial land held by the Ontario Land Corporation for residential, commercial and industrial development (e.g., industrial parks). Responsibility includes related long term financial and economic planning and capital financing. Major developments in the **land development** program include the new communities of North Pickering and Townsend and projects in Malvern, Saltfleet, Hamilton Mountain, Kitchener and Windsor. For information on the North Pickering and Townsend Projects, see Housing North Pickering Project and Housing Townsend Community Development Project. For information on land available for lease contact Housing Land Operations Br (965-0250) for North Pickering, AG & Food Foodland Development Br (965-9433) for agricultural land, and Govt Serv Realty Services Br Property Administration (965-2040) for the other areas.

416-965-9168

**HOUSING, NORTH PICKERING COMMUNITY & EASTERN ONTARIO REGION BR** is responsible for the planning and development of the North Pickering new community of 90,000 located on a provincially-owned site in the Town of Pickering, Region of Durham. Responsibility also includes all other provincial **land development** projects in eastern and northeastern Ontario.

416-965-1637

**HOUSING, PROJECT PLANNING BR** provides comprehensive planning services to the Ministry on **land development**, community planning and other specific planning projects, based upon thorough physical, social, economic, environmental and engineering analysis. The branch ensures that the interests of other ministries and levels of government and the public are taken into account as they relate to various projects. A Planning Group in the branch provides planning information on these projects to housing production agencies, Members of Provincial Parliament, government agencies and the public.

416-965-9168

**HOUSING, TOWNSEND COMMUNITY & WESTERN ONTARIO REGION BR** is responsible for the planning and development of a new community on a provincially-owned site in the City of Nanticoke, Region of Haldimand-Norfolk. All other provincial **land development** projects in western and northwestern Ontario are the responsibility of this branch.

## LAND DIVISION COMMITTEES

416-965-6418

**HOUSING, OPERATIONS & DEVELOPMENT CONTROL Br** administers Minister's zoning orders, part-lot control by-laws, validation of title, & road closing applications. Comments to the Ont. Municipal Board on municipal zoning by-laws. Coordinates delegation of Minister's powers to local jurisdictions (e.g., transfer of local official plans approvals to regional municipalities & land severance approvals to Northern Ontario planning boards). Monitors land severance decisions of delegated boards, committees of adjustment & **land division committees**. Administers land severance applications in Northern Ontario. Reviews applications for municipal annexations, quarries & pipelines. Processes Niagara Escarpment Dev Control appeals. Provides technical, administrative & statistical support for the Plans Admin. Div. Coordinates ministry review of environmental assessments. Prepares publications on the planning process. Takes part in special projects (e.g., review of land use planning reports).

**LAND FILL SITES**

Land Fill Sites, see Waste Disposal Sites

**LAND PATENTS**

416-965-5741

GOVT SERV, ADMIN SERVICES BR, OFFICIAL DOCUMENTS Section prepares, records, searches, microfilms and makes copies of Ontario official documents, e.g., **land patents**. For details about **land patents** such as name of original patentee, date and description of property, contact Nat Res Lands Administration Br Titles Section (965-1319). Certifies notarized documents and affidavits that are sent abroad by the public for various purposes. Scrolls Office (965-5733) prepares congratulatory scrolls for Ontario citizens on the request of their Member of Provincial Parliament, to acknowledge 90th and succeeding birthdays, 50th and succeeding wedding anniversaries, or other significant accomplishments of individuals, municipalities and other organizations.

416-965-1316

NAT RES, LANDS ADMINISTRATION BR, Acquisition Section (965-2738) acquires land for ministry needs. Public Lands Section (965-2741) is responsible for the disposition and management of Crown land including cottage lots and water lots; also answers general inquiries. Mining Lands Section (965-1323), is responsible for issuing licences to prospectors, registration and disposition of Crown mining lands; licensing of sand and gravel removals from Crown land (965-6918). Titles Section (965-1319) issues Crown leases, **land patents** (Crown patents), licence of occupation. Can give information (from the Domesday Book) on land that was formerly Crown land. Maintains acreage tax rolls; carries out forfeiture process for patented mining lands.

**LAND REGISTRY**

Land Registry. There are two systems by which land is registered in Ontario, the land titles system and the older land registry system. Under the land registry system, which exists throughout Ontario, documents pertaining to property are filed. It is up to the individual (or a solicitor acting for the individual) to search the documents and determine the state of the title. Under the land titles system, titles are certified by the Land Registrar and recorded in a register so documents do not need to be searched. The land titles system now exists in some 30 districts, counties and regions. Condominiums and subdivisions plans must be registered under the land titles system where it exists. For further information see entries listed below or contact local Land Registry Office (listed in the Appendix).

416-963-0436

CCR, LAND BOUNDARIES PROGRAM, Legal & Survey Standards Br provides a quality control for surveys, plans and description of land including condominiums (its by-laws, declaration and description), for registration in **land registry** offices. Also provides for the confirmation of the true location of boundary lines which have been lost or obliterated. Provides financial assistance under the Land Titles Survey Fund under special circumstances. Contact Queen's Park or Land Registry Offices, listed in the Appendix.

416-963-0423

CCR, PROPERTY LAW PROGRAM, Legal & Survey Standards Branch performs statutory functions of Director of Titles: responsible for legal quality of land registration records and instruments. Drafts amendments to, and regulations under the Land Titles Act, the Registry Act, the Condominium Act (governing condominiums), the Boundaries Act and the Certification of Titles Act. Processes applications of title and for conversion of title from the **land registry** system to the land titles system.

416-963-0465

CCR, REGIONAL PROPERTY REGISTRATION Branches I and II phone numbers are 963-0462 & 963-0466 respectively. The branches operate land registry offices (LRO's) throughout Ontario which provide services of the land titles and **land registry** systems. The LRO'S register and record documents for real property (land) and personal property titles including liens on them. Registration records (including those of condominiums) may be examined for a fee. Mortgages are normally discharged through a lawyer who prepares the document. The discharge is then registered with the local LRO. There is a LRO in each county or district (see Appendix for list). In Toronto LRO'S are located at New City Hall, with these telephone numbers: Toronto and York Land Titles, 965-5248; Toronto **Land Registry**, 965-7553; Toronto Boroughs and York South **Land Registry**, 965-7588.

## LAND SEVERANCE

416-965-3352

HOUSING, COMMUNITY PLANNING ADVISORY BR provides community planning service and advice to municipalities, the development industry and the public. Administers a program of grants which provides financial aid to smaller municipalities (pop. 15,000 or less) for the development of locally oriented community planning programs. These include: preparing or updating official plans and zoning by-laws, assistance to regional, county or district governments in preparing **land severance** policies, funding preparation of required secondary plans, funding planning programs for unorganized territories, funding strategy plans for municipalities not included in a defined planning area. Municipalities must contact regional offices listed in the Appendix to apply for grants. Municipalities are responsible for designating mobile home parks by passing zoning by-laws under the Planning Act.

416-965-6418

HOUSING, OFFICIAL PLANS BR processes and recommends for approval by the Minister of Housing all official plans and official plan amendments submitted by municipalities. Also evaluates and recommends the endorsement of interim **land severance** and interim planning policies to the Minister and reviews housing policy statements. Answers inquiries from municipalities and the public on land use planning matters.

416-965-6418

HOUSING, OPERATIONS & DEVELOPMENT CONTROL Br administers Minister's zoning orders, part-lot control by-laws, validation of title, & road closing applications. Comments to the Ont. Municipal Board on municipal zoning by-laws. Coordinates delegation of Minister's powers to local jurisdictions (e.g., transfer of local official plans approvals to regional municipalities & **land severance** approvals to Northern Ontario planning boards). Monitors **land severance** decisions of delegated boards, committees of adjustment & land division committees. Administers **land severance** applications in Northern Ontario. Reviews applications for municipal annexations, quarries & pipelines. Processes Niagara Escarpment Dev Control appeals. Provides technical, administrative & statistical support for the Plans Admin. Div. Coordinates ministry review of environmental assessments. Prepares publications on the planning process. Takes part in special projects (e.g., review of land use planning reports).

## LAND SPECULATION TAX

Land Speculation Tax, see Revenue Succession Duty & Land Tax Br.

## LAND TAX

416-965-1681

REVENUE, ASSESSMENT FIELD OPERATIONS BR, through regional offices throughout Ontario (listed in the Appendix) implements the real property assessment program and undertakes the annual enumeration program for municipalities, which produces municipal voters lists, lists of persons who can be called for jury duty, identification of supporters for schools and census data. The branch is also responsible for assessments prepared for the Provincial **Land Tax**. The branch serves municipal governments, other Ontario ministries which use data as basis for distribution of municipal grants, and other programs. Inquiries re property taxation, tax certificates, municipal voters lists, school support and municipal population should be referred to the Clerk or Treasurer of the appropriate municipality.

416-965-1700

REVENUE, SUCCESSION DUTY & LAND TAX BR administers the following Acts: Succession Duty, Gift Tax, Land Speculation Tax, Land Transfer Tax and Provincial **Land Tax**. Although the Land Speculation Tax Act was repealed in October, 1978 and the Succession Duty and Gift Tax Acts were repealed in April, 1979, the branch continues to collect tax that arose before the repeal dates. Land Transfer Tax (965-1774) is a tax on individuals or corporations registering land or an interest in land in Ontario. Land Transfer Tax is two-fifths of 1 per cent on the first \$45,000 and four-fifths of 1 per cent on the rest. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.). Land Transfer Tax is paid to the Land Registrar before a conveyance is registered. Provincial **Land Tax** is collected from land owners in unorganized territories in Ontario.

## LAND TITLES

Land Titles. There are two systems by which land is registered in Ontario: the land titles system and the older land registry system. In the land titles system titles are certified by the Land Registrar and recorded in a register so documents do not need to be searched. The land titles system now exists in some 30 districts, counties and regions. Condominiums and subdivisions plans must be registered under the land titles system where it exists. In the land registry system, which exists throughout Ontario, documents pertaining to property are filed. It is up to the individual (or a solicitor acting for the individual) to search the documents and determine the state of the title. For further information see entries listed below or contact local Land Registry Office (listed in the Appendix).

416-963-0436

CCR, LAND BOUNDARIES PROGRAM, Legal & Survey Standards Br provides a quality control for surveys, plans and description of land including condominiums (its by-laws, declaration and description), for registration in land registry offices. Also provides for the confirmation of the true location of boundary lines which have been lost or obliterated. Provides financial assistance under the **Land Titles** Survey Fund under special circumstances. Contact Queen's Park or Land Registry Offices, listed in the Appendix.

416-963-0423

CCR, PROPERTY LAW PROGRAM, Legal & Survey Standards Branch performs statutory functions of Director of Titles: responsible for legal quality of land registration records and instruments. Drafts amendments to, and regulations under the **Land Titles** Act, the Registry Act, the Condominium Act (governing condominiums), the Boundaries Act and the Certification of Titles Act. Processes applications of title and for conversion of title from the land registry system to the **land titles** system.

416-963-0465

CCR, REGIONAL PROPERTY REGISTRATION Branches I and II phone numbers are 963-0462 & 963-0466 respectively. The branches operate land registry offices (LRO's) throughout Ontario which provide services of the **land titles** and land registry systems. The LRO'S register and record documents for real property (land) and personal property titles including liens on them. Registration records (including those of condominiums) may be examined for a fee. Mortgages are normally discharged through a lawyer who prepares the document. The discharge is then registered with the local LRO. There is a LRO in each county or district (see Appendix for list). In Toronto LRO'S are located at New City Hall, with these telephone numbers: Toronto and York **Land Titles**, 965-5248; Toronto Land Registry, 965-7553; Toronto Boroughs and York South Land Registry, 965-7588.

## LAND TRANSFER TAX

416-965-1700

REVENUE, SUCCESSION DUTY & LAND TAX BR administers the following Acts: Succession Duty, Gift Tax, Land Speculation Tax, **Land Transfer Tax** and Provincial Land Tax. Although the Land Speculation Tax Act was repealed in October, 1978 and the Succession Duty and Gift Tax Acts were repealed in April, 1979, the branch continues to collect tax that arose before the repeal dates. **Land Transfer Tax** (965-1774) is a tax on individuals or corporations registering land or an interest in land in Ontario. **Land Transfer Tax** is two-fifths of 1 per cent on the first \$45,000 and four-fifths of 1 per cent on the rest. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.). **Land Transfer Tax** is paid to the Land Registrar before a conveyance is registered. Provincial Land Tax is collected from land owners in unorganized territories in Ontario.

## LAND USE PLANNING

Land Use Planning, see also Niagara Escarpment and Parkway Belt System

416-965-1064

AG & FOOD, ECONOMICS BR undertakes research into economic aspects of agriculture including production, marketing, **land use planning**, rural sociology, statistics.

416-965-9433

AG & FOOD, FOODLAND DEVELOPMENT BR reviews official plans, environmental assessments and project proposals for their **land use planning** implications to agriculture. Assists the Ministry of Government Services in leasing for agricultural purposes farm land held by the government for future development. The branch also administers the Topsoil Preservation Act (allowing municipalities to regulate removal of topsoil). Drainage Section (965-9921) administers the Tile Drainage Act and the Drainage Act (financial assistance to municipalities and farmers for the improvement of farm land) and the Agricultural Tile Drainage Installation Act (licensing of installers of tile drainage systems on farm land).

416-965-4490

CULT & REC, HISTORICAL PLANNING AND RESEARCH BR provides research and information on built (i.e., man-made) heritage (historical) and archaeological resources to assist in the planning and development of Ontario government programs (e.g. environmental assessments for **land use planning**) Publishes research reports, planning documents and public information brochures. Advises and works with community groups and individuals on archaeological and other heritage conservation projects. Provides professional support to the Ontario Heritage Foundation in making grants to assist archaeological projects. Maintains a provincial archaeological data bank & coordinates response to inquiries on new discoveries.

Deals with emergency situations to rescue threatened heritage sites. Issues & answers inquiries about archaeological licences. Regional archaeologists are listed in the Appendix.

416-965-6343

ENV, AIR RESOURCES BR supplies base information for the development of the Ministry's policies and programs to achieve and maintain desirable air quality in Ontario. Sets air quality objectives and emission standards. Conducts environmental assessments such as studies on the effect of land use on air quality and air quality assessments for **land use planning**. Performs spot checks of vehicles for sale at used-car dealers to ensure compliance with auto emission control standards. Operates an air pollution index (965-9150) and alert system and produces air quality reports. Assesses immediate and long-term effects of contaminants on soils and vegetation and investigates vegetation damage claims. Conducts studies into technological developments, industrial trends and pollution problems, including hazardous agents and other emissions. Administers environmental research grants. Contact regional or district offices listed in the Appendix.

416-965-3980

ENV, ENVIRONMENTAL APPROVALS BR is the central area where persons and organizations seek ministry approval for activities affecting the environment. Conducts environmental assessments on applications for permits required under the Environmental Protection Act (e.g. waste disposal sites), Ontario Water Resources Act and the Environmental Assessment Act and approves such requests. To apply for permits under these Acts contact ministry's regional or district offices listed in the Appendix. The branch ensures that environmental safeguards are incorporated into **land use planning** policies and programs. Evaluates at planning stage certain activities by government ministries, utilities, government-funded projects and related activities in the private sector, which will have a significant environmental impact. Develops guidelines for waste disposal systems by industry, municipalities and the public.

416-965-5115

ENV, REGIONAL OPERATIONS DIVISION delivers ministry services to the municipalities and the public through six regional offices and several district offices throughout Ontario. These offices provide technical comment on the feasibility of new project proposals (e.g., **land use planning** and environmental assessments). Each regional office performs its functions through four sections: Industrial Abatement (pollution by industry), Municipal & Private Abatement (pollution by municipalities and individuals), Utility Operations (assistance to municipalities re provincially-funded water and wastewater projects) and Technical Support (concerning withdrawal of water from water resources and approval of installations emitting contaminants). Contact regional and district offices listed in the Appendix.

416-965-5890

HOUSING, LOCAL PLANNING POLICY BR develops policy, legislation and recommends community planning standards to apply at the local government level (municipalities), consistent with provincial objectives. Activities include review of planning statutes; formulation of advisory publications on official plans, zoning techniques and **land use planning** policies; and issuance of policy circulars on matters such as urban planning standards, design guidelines for housing subdivisions and the development of mobile home parks.

416-965-6418

HOUSING, OFFICIAL PLANS BR processes and recommends for approval by the Minister of Housing all official plans and official plan amendments submitted by municipalities. Also evaluates and recommends the endorsement of interim land severance and interim

planning policies to the Minister and reviews housing policy statements. Answers inquiries from municipalities and the public on **land use planning** matters.

416-965-6418

**HOUSING, OPERATIONS & DEVELOPMENT CONTROL** Br administers Minister's zoning orders, part-lot control by-laws, validation of title, & road closing applications. Comments to the Ont. Municipal Board on municipal zoning by-laws. Coordinates delegation of Minister's powers to local jurisdictions (e.g., transfer of local official plans approvals to regional municipalities & land severance approvals to Northern Ontario planning boards). Monitors land severance decisions of delegated boards, committees of adjustment & land division committees. Administers land severance applications in Northern Ontario. Reviews applications for municipal annexations, quarries & pipelines. Processes Niagara Escarpment Dev Control appeals. Provides technical, administrative & statistical support for the Plans Admin. Div. Coordinates ministry review of environmental assessments. Prepares publications on the planning process. Takes part in special projects (e.g., review of **land use planning** reports).

416-965-7299

**IND & TOUR, INDUSTRY BR**, Industrial Services Section provides a consultative service, industrial development training courses and publications to inform and assist municipalities on development of industrial parks, industrial **land use planning**, and provincial and federal industrial development programs. Also provides plant location services to assist industry with expansion plans or new location requirements. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Industrial Dev and Ind & Tour Industry Br Product-Manufacturing Dev.

416-965-2899

**NAT RES, LAND USE COORDINATION BR** establishes methods and procedures to coordinate planning for the use of Crown land particularly to increase the number of cottage lots provided on Crown land in Northern Ontario. Participates in **land use planning** done by other ministries. Prepares lake plans and conducts studies to determine the suitability of small Crown lakes and rivers for recreation activities, particularly cottaging. Coordinates the preparation of environmental assessments for the Ministry subject to the Environmental Assessment Act, 1975 (965-5344). Coordinates the input to and review of plans of municipalities and other agencies relative to this ministry's plans and programs.

416-965-0190

**NAT RES, ONTARIO GEOLOGICAL SURVEY** provides information on the geological and mineral resources of Ontario for development of policy on management of non-renewable resources, for **land use planning** and for exploration and development of Ontario's mineral wealth. Activities include geological, geophysical and geochemical surveys, mineral deposit studies, geochronology studies, development of new exploration techniques, presentation of classes & lectures on minerals. Analytical laboratory provides identification, chemical analyses and assays of mineral, rock and ore samples. The branch administers the Mineral Exploration Assistance Program to encourage approved mineral exploration in designated areas, and the geoscience research grants program to aid geoscience research at Ontario universities. Operates the Mining Library (965-1352). Published maps, reports, brochures, unpublished files & analytical services are used by the public, prospectors, mining companies, universities & government agencies. There are Regional Geologists in regional offices & Resident Geologists in Red Lake, Sioux Lookout, Kirkland Lake & Sudbury districts (see Appendix).

416-965-4251

NAT RES, WILDLIFE BR manages Ontario's wildlife resources: manages habitat; reviews and recommends management practices and policy; recommends and enforces related laws and regulations; manages wildlife including moose, deer, bear, upland game, waterfowl, endangered species and all flora & fauna excluding fish. Measures hunter participation and harvest; determines hunting seasons; operates Provincial Wildlife Areas for wildlife-oriented recreation. Reviews **land use planning** and resources development in Northern Ontario to ensure that wildlife interests are considered. Conducts research on wildlife management, diseases and behavior (Maple, 832-2761). Contact regional or district offices listed in the Appendix. See also Nat Res Wildlife Br Wildlife Services Section for other activities of this branch.

## LANDLORD

416-965-7351

ATT GEN, COUNTY AND DISTRICT COURTS have jurisdiction in both civil and criminal cases. Jurisdiction in civil cases is determined by nature of action and by amount claimed; in general the limit is \$7,500. Statutes under which the courts handle proceedings include: **Landlord** and Tenant, Change of Name (applications for name changes), Unconscionable Transactions Relief Act (excessive cost of loans) and Mental Incompetency (rights of the mentally incompetent). Persons rarely appear without legal counsel and in many cases either party may require trial by judge and jury. Criminal jurisdiction involves handling of trials, with or without jury, of all indictable offences with the exception of murder, piracy on the high seas and sedition. For inquiries in the Judicial District of York, contact County Court Clerk, 965-7351. Elsewhere, contact appropriate county or district court.

416-964-7808

CCR, RENT REVIEW. Ontario's Residential premises Rent Review Act 1975 as amended limits the amount of rent a **landlord** may charge for a rental unit to 6% until December 31, 1979. Houses, apartments, townhouses, rooming houses, mobile home parks are covered. There are some exemptions such as public housing. The act came into effect December 18, 1975 and will remain in effect until November 30, 1979. Rent Review Officers in major centres in Ontario will review application forms (filed either by **landlord** or tenant) regarding rent increases. If decision of Rent Review Officer is disagreed with, an appeal may be made to the Residential Premises Rent Review Board. Contact Rent Review Office in municipality. For those living outside the toll-free dialing area, dial the Operator and ask for Zenith 9-6000.

416-964-3556

CCR, RESIDENTIAL PREMISES RENT REVIEW BOARD is an appeal tribunal which hears **landlord** and tenant appeals on decisions of the Ontario Rent Review Program.

HOUSING, COMMUNITY HOUSING, PRIVATE ASSISTED RENTAL PROGRAM. Under this program the Ontario Housing Corporation enters into agreements with private landlords. **Landlord** designs, constructs, owns and operates the housing project. **Landlord** makes available for a minimum of 15 years up to 100% of the units for rental to applicants from Ontario Housing Corporation waiting lists. Tenant pays rent-geared-to-income. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing Program name. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or housing authority (see Appendix for list).

**HOUSING, COMMUNITY HOUSING, RENT SUPPLEMENT PROGRAM.** Under this program the ministry enters into agreements with private landlords to provide eligible tenants with rent-geared-to-income housing. **Landlord** offers up to 25% of units to house tenants from Ontario Housing Corporation (OHC) waiting lists. Tenant pays rent-geared-to-income; OHC pays subsidy to **landlord**. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing, Program name. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or housing authority (see Appendix for list).

## LASERS

Lasers, see Labour Special Studies & Services Br

## LAW ENFORCEMENT

Law Enforcement, see Sol Gen OPP branch name

## LAW REFORM

416-965-4761

**ATT GEN, ONTARIO LAW REFORM COMMISSION** inquires into any matter relating to **law reform**, the administration of justice, judicial and quasi-judicial procedures. The Ontario Law Reform Commission conducts legal research to carry out these functions.

## LAWYERS

416-965-5578

**ATT GEN, SUPREME COURT OF ONTARIO MASTER'S Office** taxes bills of solicitors or **lawyers**. Complaints about lawyer's fees should be directed to the Weekly Court of the Supreme Court of Ontario (965-5541). If the complaint is justified the judge will order it taxed by the Master's Office.

416-598-0200

**ONTARIO LEGAL AID PLAN (OLAP)** is operated by the Law Society of Upper Canada under authority of the Attorney General. The Ontario Legal Aid Act ensures that no one shall be denied the services of **lawyers** for lack of money. Every Ontario resident and in certain cases non-residents, may apply for legal aid. Qualification is based on need. Local Community & Social Services Office investigates applicant's finances & reports to the Legal Aid Area Director as to whether applicant pays nothing, a portion, or all costs of the legal aid applied for. The OLAP also administers grants to clinics providing legal services to the community and subsidizes the operation of student legal aid societies in six Ontario law schools. For general information on OLAP call 361-0766; to apply for legal aid in the Judicial District of York call 598-0200. Elsewhere consult local telephone directory.

416-965-2740

**PROFESSIONAL ORGANIZATIONS COMMITTEE** was formed in 1976 to study the administration of statutes dealing with certain professional and self-governing organizations in order to suggest legislation setting the legal framework within which these professions are to operate. The particular statutes being reviewed are Architects Act, Law Society Act (governing **lawyers**) Notaries Act (notaries public), Professional Engineers Act and Public Accountancy Act.

**LEADERSHIP**

Community leadership, see Cult & Rec Leadership Unit. See also subject of leadership, e.g., Fitness, Home Economics. The Ontario Camp Leadership Centre in Irondale K0M 1X0 (705-447-2452) is part of Cult & Rec Special Interests Unit. Ontario Student Leadership Centre, see Educ Student Activities & Special Projects.

**LEARNERS PERMITS**

416-965-7143

TR & COMM, DRIVER LICENSING OFFICE, Licensing & Control Branch issues an appropriate driver's licence (including **learners permits**, renewals, replacements and corrections of licences) to all eligible applicants in Ontario. Collects and refunds appropriate fees to drivers. Maintains statistics on collisions. For driver examination contact regional or district offices listed in the Appendix; in Toronto call Central Region Licence Issuing at Queen's Park, 965-2206 or at Downsview, 248-7163.

**LEARNING DISABILITIES**

416-965-2663

EDUC, SPECIAL EDUCATION BR advises Minister on program policy regarding the education of exceptional students in elementary and secondary schools and schools for trainable retarded; provides liaison with professional and parent groups and government agencies regarding programs for exceptional students. Provides counselling, resources and guidelines to school boards for special education programs operated by local school systems, and to faculties of education which offer courses in special education. Operates residential school programs in schools for the blind and deaf; in developmental centre schools for the retarded, developmentally handicapped or emotionally disturbed; in training centres for juveniles and for children with severe **learning disabilities**. Operates a teacher education centre in Belleville for teachers of the deaf. These residential schools also serve as resource centres for local school boards establishing local day school programs for exceptional students (965-9222).

**LEASING**

Leasing government property, see Govt Serv Realty Services Br, Ag & Food Foodland Development Br, Housing North Pickering Land Acquisition and Management Br. Leasing Crown Land, see Nat Res Lands Administration Br.

**LEGAL AID**

416-598-0200

ONTARIO LEGAL AID PLAN (OLAP) is operated by the Law Society of Upper Canada under authority of the Attorney General. The Ontario **Legal Aid Act** ensures that no one shall be denied the services of lawyers for lack of money. Every Ontario resident and in certain cases non-residents, may apply for legal aid. Qualification is based on need. Local Community & Social Services Office investigates applicant's finances & reports to the Legal Aid Area Director as to whether applicant pays nothing, a portion, or all costs of the legal aid applied for. The OLAP also administers grants to clinics providing legal services to the community and subsidizes the operation of student **legal aid** societies in six Ontario law schools. For general information on OLAP call 361-0766; to apply for **legal aid** in the Judicial District of York call 598-0200. Elsewhere consult local telephone directory.

**LEGAL HOLIDAYS**

Legal Holidays, see Labour Employment Standards Br.

## LEGAL RESEARCH

416-965-4761

ATT GEN, ONTARIO LAW REFORM COMMISSION inquires into any matter relating to law reform, the administration of justice, judicial and quasi-judicial procedures. The Ontario Law Reform Commission conducts **legal research** to carry out these functions.

## LEGAL SERVICES

Legal Services Branch in each ministry counsels the ministry on legal matters including: interpretation of statutes and regulations; preparation and review of proposed legislation, regulations and other legal documents. Supplies the ministry with general legal services such as preparing litigation, settlement of claims, acting at court hearings, etc. Legal Branches are responsible to the Attorney General's Office.

416-965-6805

AG & FOOD, LEGAL BR provides **legal services** for the Ministry of Agriculture and Food. For a description of branch activities, see first entry under Legal Services.

416-965-2535

ATT GEN, COMMON LEGAL SERVICES is responsible for provision of lawyers to the ministries of the Ontario Government. Coordinates and assists in general legal advice to these ministries. This office also functions as Chief Inquiry Officer under the Expropriations Act, appointing and providing liaison with inquiry officers throughout the province who hear concerns from the public on specific expropriation cases.

416-963-0348

CCR, LEGAL SERVICES Section provides **legal services** for the Ministry of Consumer and Commercial Relations. For a description of activities see first entry under Legal Services.

416-965-2228

COLL UNIV, LEGAL OFFICER performs **legal services** for the ministry. For a description of functions, see first entry under Legal Services.

416-965-5147

COMM SOC, LEGAL SERVICES BR provides **legal services** for the Ministry of Community and Social Services. For a description of branch activities, see first entry under Legal Services.

416-750-3319

CORR SERV, LEGAL SERVICES BR provides **legal services** for the Ministry of Correctional Services. For a description of branch activities, see first entry under Legal Services.

416-965-5793

CULT & REC, LEGAL SERVICES BR provides **legal services** for the ministry and its agencies. For a description of branch activities see first entry under Legal Services.

416-965-2060

EDUC, SUPERVISION & LEGISLATION BR, LEGISLATION Section, besides providing **legal services** to the Ministry of Education, provides information and advice to school boards, municipalities, teachers and the public about education statutes (e.g. provision of French language education) that affect their rights, duties and responsibilities.

416-965-2684

ENV, LEGAL SERVICES BR provides **legal services** for the ministry. For a description of branch activities see first entry under Legal Services.

416-965-1141

GOVT SERV, LEGAL BR provides **legal services** for the ministry in the areas of conveying and contracts, e.g. the acquisition (including expropriation), sale and lease of land, buildings negotiation and formulation of building contracts, computer contracts and contracts for other types of services. Provides legal opinions relating to pension benefits and litigation relating to the collection of outstanding accounts.

416-965-2477

HEALTH, LEGAL BR provides **legal services** for the Ministry of Health. For a description of branch activities, see first entry under Legal Services.

416-965-9849

HOUSING, LEGAL SERVICES BR provides **legal services** for all branches of the Ministry of Housing including the Ontario Housing Corporation and the Ontario Mortgage Corporation. For a description of activities see first entry under Legal Services.

416-965-6926

INTGOV AFF, LEGAL SERVICE provides **legal services** for the Ministry of Intergovernmental Affairs, the Niagara Escarpment Commission and the Ministry of Northern Affairs, including the Ontario Northland Transportation Commission.

416-965-6625

LABOUR, LEGAL BR provides **legal services** for the Ministry of Labour. For a description of branch activities, see first entry under Legal Services.

416-965-2748

NAT RES, LEGAL SERVICES BR provides **legal services** for the Ministry of Natural Resources. For a description of branch activities, see first entry under Legal Services.

416-965-1264

REVENUE, LEGAL SERVICES BR provides **legal services** for the Ministry of Revenue. For a description of branch activities, see first entry under Legal Services.

416-965-3440

SOL GEN, LEGAL SERVICES provides **legal services** to the Ministry. For a description of functions, see first entry under Legal Services.

416-248-3617

TR & COMM, OFFICE OF LEGAL SERVICES provides **legal services** for the ministry including advice on driver and vehicle matters (248-3131). See first entry under Legal Services for description of functions. Regional solicitors who deal primarily with property matters are located in the Operations Division regional and district offices in Toronto, (248-3074); London, (519-681-1441); North Bay, (705-472-7900) and Kingston, (613-544-2220). Insurance & Claims (248-3127) handles insurance claims against the Crown for injuries and property damage arising from accidents on provincial highways or involving government vehicles, as well as claims by the Crown for damage to highway property or government vehicles excluding OPP vehicles.

416-965-6926

TREAS ECON, OFFICE OF LEGAL SERVICES provides **legal services** for the Ministry of Treasury and Economics and the Ontario Economic Council. For a description of branch activities, see first entry under Legal Services.

## LEGISLATION

416-965-2841

ATT GEN, LEGISLATIVE COUNSEL SERVICES provides legislative advisory services to members of provincial parliament (MPP), government Ministers and Ministries. Drafts **legislation** (bills and regulations), prepares annual books of statutes and files and publishes regulations. Translates selected statutes and regulations into French and publishes them. For information on statutes contact 965-2841; on regulations, contact 965-2854; on French translations contact 961-8710.

416-965-6271

ATT GEN, POLICY DEVELOPMENT DIV duties include: research into and analysis of all aspects of the administration of justice in Ontario, continual review of the statutes administered by the ministry, developing its legislative program, and advising the Attorney General and his Deputy on the progress of bills during **legislation**. Operates the ministry library (965-4714) which serves the Crown Law Office and district and county Crown Attorneys.

416-965-2069

GOVT SERV, PRINTING SERVICES BR has four operating sections. Print Procurement Service (965-2056) coordinates standard forms activity to ensure economy in government forms and purchases printing services from the private sector as required by ministries and agencies. Handles contracting for all legislative printing including all **legislation** (bills and regulations) and the Ontario Gazette (965-2238). Provides subscriptions to Hansard, Bills, Votes and Proceedings and Order Papers (965-2238). Publishes the Ontario Government Telephone Directory (965-3004). Duplicating Service (965-2211) provides an in-plant facility when private sector services are impractical. Stationery Service (965-7072) operates a retail outlet supplying common stationery and office supplies. See also Govt Serv Publications Service, part of this branch, described separately in this Index.

416-965-6015

GOVT SERV, PUBLICATIONS SERVICE under the Printing Services Br is responsible for cataloguing, inventory control and distribution of Ontario Government publications to the public, other ministries and to public libraries through a province-wide library depository system. Publications, including **legislation** (bills and regulations) are distributed through the Ontario Government Bookstore at 880 Bay St., Toronto (965-2054) or by mail through the Publications Centre, 5th Floor, 880 Bay St., Toronto, M7A 1N8 (965-6015). Cheques or money orders should be payable to the Treasurer of Ontario. Bibliographic Services Centre (965-1415) maintains collection of Ontario Government publications from 1971. Provides bibliographic & reference services and microfiche of certain government documents for research purposes. Compiles monthly checklist and annual catalogue of Ontario Government publications and has other bibliographies & brochures.

416-965-1406

LEGISLATIVE ASSEMBLY, CLERK'S OFFICE. The Clerk is the principal officer of the Legislative Assembly and is responsible for procedure and the daily publication of the Order Paper and Votes and Proceedings, the official record of the activities of the Legislature. The Clerk's Office will answer questions about the status of **legislation** before the Legislature, rules pertaining to Private Bills and select and standing committees.

## LEGISLATIVE ASSEMBLY

The Legislative Assembly, commonly called the House, consists of 125 men and women (Members of Provincial Parliament) elected by people in their communities to represent them at Queen's Park. The Assembly comments on and criticizes policy suggested by the Cabinet

and considers proposals for legislation (bills) presented to the Legislature. The Assembly also authorizes the collection of funds from the people of Ontario. The Clerk of the Assembly is its principal officer and is responsible for its daily proceedings. See Legislative Assembly Clerk's Office. The Speaker of the Assembly is its chief presiding officer and is responsible for both policy and operations. See Legislative Assembly Speaker's Office.

## **LEGISLATIVE ASSEMBLY ADMINISTRATIVE**

416-965-9489

**LEGISLATIVE ASSEMBLY, ADMINISTRATIVE** Office provides financial, personnel and associated administrative services for each Member of Provincial Parliament (MPP) and his or her staff, MPP's constituency offices (see list in the Appendix) and the various offices under the Office of the Legislative Assembly. Information and Tours Services (965-4028) conducts tours of the Legislative Building for school groups, associations and individuals. Art tours of the Macdonald Block are booked upon request. Provides information service to visitors on Ontario Travel and the Parliament Buildings and direction to various government offices. Bilingual guides are available. Food and Beverage Services (965-4340) includes Stewards Services (965-7651) which administers the Press Gallery Lounge and the Members Lounge, and the Member's Dining Room (965-2011) which offers MPPs facilities for luncheons, dinners, receptions.

## **LEGISLATIVE ASSEMBLY CLERK'S OFFICE**

416-965-1406

**LEGISLATIVE ASSEMBLY, CLERK'S OFFICE.** The Clerk is the principal officer of the Legislative Assembly and is responsible for procedure and the daily publication of the Order Paper and Votes and Proceedings, the official record of the activities of the Legislature. The Clerk's Office will answer questions about the status of legislation before the Legislature, rules pertaining to Private Bills and select and standing committees.

## **LEGISLATIVE ASSEMBLY HANSARD**

416-965-1456

**LEGISLATIVE ASSEMBLY, HANSARD** Reporting Service covers all sittings of the Legislature of Ontario and selected committees and publishes an Official Report (Hansard). Index information on Hansard for the current session of the Legislature can be obtained by calling 965-2159. The final printed Hansard is distributed to each Member of Provincial Parliament (MPP) and is available from the Ontario Government Bookstore, 880 Bay St., Toronto, telephone 965-2054, and in most libraries. For subscriptions contact Sessional Subscription, Print Procurement Service, Min. of Government Services, 9th floor, Ferguson Block, Queen's Park (965-2238).

## **LEGISLATIVE ASSEMBLY LEGISLATIVE LIBRARY**

416-965-4545

**LEGISLATIVE ASSEMBLY, LEGISLATIVE LIBRARY** Research and Information provides reference information service to each Member of Provincial Parliament (MPP) and staff, officers of the Legislative Assembly, research officers for the three parties, and members of the Legislative Press Gallery. Also provides a research service exclusively for MPPs. The Legislative Library's collection is particularly strong in the social sciences and legal materials. It has a large collection of Canadian, Ontario and United States government publications as well as all the major Ontario daily and weekly newspapers. It also administers the Press Clipping Service (965-2088) which provides MPPs with press clippings from selected Ontario newspapers.

**LEGISLATIVE ASSEMBLY ONTARIO ELECTION OFFICE**

416-965-6831

**LEGISLATIVE ASSEMBLY, ONTARIO ELECTION OFFICE** conducts any provincial election under the Ontario Election Act. Coordinates appointment, training and payment of election officials and coordinates arrangements for rentals, equipment and supplies for polling places at an election. Directs and supervises local Returning Officers in each of 125 electoral districts. Provides and publishes historical information relating to provincial elections, legislatures, cabinets and political candidates. Maintains an Index of Provincial Electoral Districts by street name and number to assist persons who wish to know their electoral district and the name, telephone number and contact address of their Member of Provincial Parliament (MPP).

**LEGISLATIVE ASSEMBLY SPEAKER'S OFFICE**

416-965-2331

**LEGISLATIVE ASSEMBLY, SPEAKER'S OFFICE.** The Speaker of the Assembly is its Chief Presiding Officer and is responsible for both policy and operations. The Speaker is also Chairman of the Board of Internal Economy that governs financial affairs of the Assembly including review of estimates. The office includes the Sergeant-at-Arms of the Assembly as well as the pages employed during sessions and provides information on the schedule of sittings and sessions of the Legislature. Other offices reporting to the Assembly through the Speaker include those of the Provincial Auditor, Ombudsman, Election Office, Commission on Election Contributions and Expenses.

**LEGISLATIVE BUILDING**

416-965-6415

**GOVT SERV, LEGISLATIVE SERVICES BR** provides housekeeping, maintenance, steward and messenger services and support services to the Lieutenant Governor, Office of the Premier, Office of the Speaker and each Member of Provincial Parliament (MPP) in the **Legislative Building**. The Media Studio and its physical facilities (965-1164) are for the use of MPP's.

416-965-9489

**LEGISLATIVE ASSEMBLY, ADMINISTRATIVE Office** provides financial, personnel and associated administrative services for each Member of Provincial Parliament (MPP) and his or her staff, MPP's constituency offices (see list in the Appendix) and the various offices under the Office of the Legislative Assembly. Information and Tours Services (965-4028) conducts tours of the **Legislative Building** for school groups, associations and individuals. Art tours of the Macdonald Block are booked upon request. Provides information service to visitors on Ontario Travel and the Parliament Buildings and direction to various government offices. Bilingual guides are available. Food and Beverage Services (965-4340) includes Stewards Services (965-7651) which administers the Press Gallery Lounge and the Members Lounge, and the Member's Dining Room (965-2011) which offers MPPs facilities for luncheons, dinners, receptions.

**LEISURE**

416-750-3366

**CORR SERV, RECREATION SERVICES** provides **leisure** education programs and a wide variety of recreation activities in Ontario's correctional institutions. Programs are designed to bring inmates into contact with the public in controlled settings both in the institution and the community. In many institutions, recreation facilities such as gymnasias and playing fields

are used by the community under certain conditions. Inmates assist in community programs as officials and in other volunteer roles.

416-965-7505

**CULT & REC, LEADERSHIP UNIT** under the Citizenship Division is a resource in the general development of citizenship. The Unit has consultants to advise organizations and municipalities on community leadership and to assist in developing indigenous community leadership resources. Consultants on recreation advise those who provide professional preparation at colleges and universities, train teachers within the school system, train recreationists of municipalities and administer grants in aid of research. Consultants work with the Ontario Research Council On **Leisure** (ORCOL).

416-965-6763

**CULT & REC, RESOURCE CENTRE** and Library under the Communications Br maintains an up-to-date collection of books, pamphlets, films, video-tapes and teaching materials which are made available to all Ministry staff and any community organization involved in cultural or recreational programs. These materials cover various subjects such as community development, multiculturalism, informal education, language training, recreation, **leisure**, retirement planning, human relations, prejudice, theatre, arts and crafts, native peoples, disabilities, librarianship, volunteerism. Staff can assist in searching materials. Contact Resource Centre in Toronto; other areas contact field offices listed in the Appendix.

## LEPROSY

Leprosy, see Health Program Advisory Br Communicable Diseases

## LETTERS PATENT

416-963-0387

**CCR, COMPANIES SERVICES BR** processes articles of incorporation, articles of amendment of business corporations, and applications for incorporation of churches, non-profit corporations and cooperatives, and issues **letters patent** (charters) with respect to them. Processes applications for licences in mortmain and extra-provincial licences. See also other sections of this branch described separately.

416-963-0543

**CCR, COMPANIES SERVICES BR CORPORATION INFORMATION** Section maintains records on Ontario corporations including their filing of notices of change, by-laws, special resolutions, cancellation of charters (**letters patent**, certificates of incorporation) and extra-provincial licences. Also deals with arrears statements re notices of change, default notices and revival of corporations.

## LIBERAL PARTY CAUCUS OFFICE

416-965-1676

**LIBERAL PARTY CAUCUS OFFICE.** Each Member of Provincial Parliament (MPP) belonging to the Liberal Party belongs to the Liberal Party Caucus. In the June 9, 1977 provincial election, the Liberal Party became the Official Opposition in the Ontario Government. The Caucus Office responds to inquiries and requests for assistance from the public and from other governmental jurisdictions. Reviews input from the public on matters of provincial jurisdiction. Each Member of Provincial Parliament has a Constituency Office to serve the needs of the people whom he or she represents (see list in the Appendix).

## LIBRARIES

Libraries in Ontario Government, see Library.

416-965-5399

CULT & REC, CAPITAL SUPPORT UNIT coordinates capital support programs of the ministry. These include capital grants (965-8433) for community recreation centres, sports facilities, arts facilities such as theatres and art galleries, exhibition spaces, museums, heritage conservation projects, facilities for **libraries** and multicultural centres. Planning & Technical Services Section (965-3034) is responsible for policy development, priority setting and program planning and evaluation of the Ministry's capital grants programs. It also provides Capital Support Unit, Ministry field offices and clients (municipalities, community groups) with planning and technical advice and information on the development of cultural and recreational facilities. Contact Field Offices listed in the Appendix.

416-965-2696

CULT & REC, PROVINCIAL LIBRARY SERVICES is responsible for assistance to public **libraries** throughout Ontario. Provides grants, by-laws and statistics and other information assistance. Maintains close liaison with associations related to library functions and develops library services on a province-wide basis. Publishes the Ontario Library Review and In Review: Canadian Books For Young People.

416-965-2390

CULT & REC, WINTARIO GRANTS Information Office, part of the Communications Br, is an information service for the Wintario Grants Program. Net profits from Wintario are available to non-profit community groups, organizations, municipalities and Indian Band Councils for capital and non-capital projects concerning sports, recreation, fitness, arts, heritage, public **libraries**, multiculturalism and citizenship and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

416-965-6015

GOVT SERV, PUBLICATIONS SERVICE under the Printing Services Br is responsible for cataloguing, inventory control and distribution of Ontario Government publications to the public, other ministries and to public **libraries** through a province-wide library depository system. Publications, including legislation (bills and regulations) are distributed through the Ontario Government Bookstore at 880 Bay St., Toronto (965-2054) or by mail through the Publications Centre, 5th Floor, 880 Bay St., Toronto, M7A 1N8 (965-6015). Cheques or money orders should be payable to the Treasurer of Ontario. Bibliographic Services Centre (965-1415) maintains collection of Ontario Government publications from 1971. Provides bibliographic & reference services and microfiche of certain government documents for research purposes. Compiles monthly checklist and annual catalogue of Ontario Government publications and has other bibliographies & brochures.

## LIBRARY

Library, for programs re Libraries in general, see Libraries

416-965-5961

AG & FOOD, MANAGEMENT SYSTEMS & ADMIN SERVICES BR supplies the ministry with administrative services including computer systems development and data processing. Also operates ministry **library** (965-1816). For further description of functions see first entry under Administrative Services.

416-965-6271

ATT GEN, POLICY DEVELOPMENT DIV duties include: research into and analysis of all aspects of the administration of justice in Ontario, continual review of the statutes administered by the ministry, developing its legislative program, and advising the Attorney General

and his Deputy on the progress of bills during legislation. Operates the ministry **library** (965-4714) which serves the Crown Law Office and district and county Crown Attorneys.

416-963-1111

CCR, CONSUMER INFORMATION CENTRE, part of Communications Services Branch, provides bilingual consumer information service for the general public, a **library** (963-0200) of consumer and corporate resource materials, previewing of materials by mail for consumer educators, and consulting services to professionals working with consumers in the field. Collect calls welcome.

416-965-1463

CIV SERV, ADMIN SERVICES BR provides and coordinates administrative services to the Civil Service Commission and also provides specified coordinated services on behalf of the Commission to the ministries. Program Analysis Section (965-5404) provides budgetary services through advice, audit, analysis and control. Personnel Data Systems Section (965-1401) provides technical advice & operational support on systems applications connected with service-wide personnel records. Manual of Administration Section (965-4768) edits, publishes and distributes manuals on policies of the Commission to administrative services branches of all ministries. **Library** (965-7096) maintains a reference source on personnel administration and management literature. Other sections in this branch are described under Civ Serv, Admin Services Br, Section Name.

416-965-6407

COLL UNIV, INFORMATION RESOURCES BR. Information Services Section performs duties described in first entry under Information Service, particularly as they relate to the Ontario Student Assistance Program (student awards), apprenticeship (manpower training), and post-secondary educational institutions such as universities, Ryerson Polytechnical Institute, Ontario College of Art, Colleges of Applied Arts and Technology, and registered private vocational schools. The **Library** Services Section (965-1451) runs a specialized library and provides reference services. The Data Systems Section maintains statistics on enrolment of students in post-secondary educational institutions throughout the province and provides statistical data support for the ministry's planning, policy-making and administrative activities. The Review and Development Section provides the ministry with consulting services related to design, development and implementation of research projects.

416-965-5103

COMM SOC, ADULT SERV DIV, SENIOR CITIZENS SERVICES (Social Services) aims to support programs to involve senior citizens in community & social services. In cooperation with municipalities and charitable organizations develops policy on and subsidizes Homes for the Aged, residential and extended care and social services for senior citizens. Subsidy is in the form of capital and operating grants. Assists in community outreach programs and alternatives to institutional care projects, e.g., meals-on-wheels, day care, vacation care & Senior Volunteers. Provides capital & operating grants for Elderly Persons Centres and grants for research on aging & related facilities, e.g., Crane Memorial **Library** of Geriatrics & Gerontology (367-8867). Is involved with retirement planning. Contact regional, area & local offices listed in the Appendix. In Metro Toronto contact the Area Office, 965-9943.

416-965-5006

COMM SOC, CAPITAL & ADMINISTRATIVE SERVICES BR provides technical expertise and consultative services to municipalities, Indian Band Councils and non-profit or charitable organizations that want to establish facilities for rehabilitation, residential and social services under various Acts administered by the ministry. Financial Section (965-9160) controls, processes and records transfer payments to municipalities, Indian Band Councils

and charitable organizations for the establishment and renovation of facilities and maintains statistics on these facilities. The branch is responsible for the ministry's fire safety program. Contact regional, area and local offices listed in the Appendix. The branch operates the ministry **library** (965-2300) and supplies the ministry with administrative services (see first entry under Administrative Services for a description of this function). Advises ministry program managers on control of direct operating expenditures.

416-750-3481

CORR SERV, LIBRARY SERVICES, provides **library** services to inmates and staff in all correctional institutions under the Ministry's jurisdiction and to the general public, students, volunteers in corrections, etc. who are involved in study or in the work of the Ministry.

416-965-4030

CULT & REC, ARCHIVES OF ONTARIO acquires significant unpublished documents to preserve Ontario's historical heritage and to retain information of long-term operational value to government ministries. Obtains from Ontario government agencies through statutory control, important non-current records, and from other sources through 'donation or purchase, any important historical manuscripts, maps, pictures, photographs, early newspapers. Maintains a conservation laboratory for document restoration of archives' holdings. Operates a **library** (965-4039) and public reading room for those doing historical, administrative, legal or other research. Welcomes information on the location of historical material. Also advises and assists ministries and agencies on economic and efficient records management, forms control, microrecording, correspondence, reports. Coordinates Records Management training courses (965-2187).

705-526-7838

CULT & REC, HURONIA HISTORICAL PARKS. The Ministry operates & maintains historic sites at Midland, Sainte Marie among the Hurons and at Penetanguishene, the Historic Naval & Military Establishments. Ste. Marie, once a 17th century French Jesuit mission, has been reconstructed on its original site. The Naval & Military Establishments is a restored & reconstructed 19th century British naval base & military garrison. Both are open to the public mid-May to Labour Day; Ste Marie is open until the Canadian Thanksgiving. The historical attractions are operated to promote an appreciation of the native Indian, French & British heritage of Ontario. Costumed staff demonstrate skills & crafts of the eras. A resource **library**, open to the public year round, provides information on sites planning & programming. Contact Huronia Historical Parks, P.O. Box 160, Midland, Ont. L4R 4K8 (705-526-7838).

416-965-6763

CULT & REC, RESOURCE CENTRE and **Library** under the Communications Br maintains an up-to-date collection of books, pamphlets, films, video-tapes and teaching materials which are made available to all Ministry staff and any community organization involved in cultural or recreational programs. These materials cover various subjects such as community development, multiculturalism, informal education, language training, recreation, leisure, retirement planning, human relations, prejudice, theatre, arts and crafts, native peoples, disabilities, librarianship, volunteerism. Staff can assist in searching materials. Contact Resource Centre in Toronto; other areas contact field offices listed in the Appendix.

416-965-6407

EDUC, CENTRAL SERVICES BR, Administrative Services Section (965-2308) provides Ministry branches with support services (see first entry under Administrative Services for description of functions). The branch operates ministry public information programs (as described in the first entry under Information Service), publishes 'Dimensions' which is

distributed to all schools in Ontario (965-1230), and operates the ministry **library** (965-4583). Public information services include providing information on ministry programs such as the Heritage Language Program (provision by school boards of non-official languages instruction in addition to the regular school program), the French as a Second Language and French as a Minority Language programs.

416-965-2459

**ENERGY, THE MINISTRY OF ENERGY** ensures that Ontario receives an adequate and secure supply of energy at reasonable prices with an acceptable environmental impact. To fulfill this responsibility the Ministry works with other ministries and agencies of the government and with the energy sector more as a catalyst than as an operating agency. Functions include reviewing and advising on energy matters and policy; maintaining liaison between the government and Ontario Hydro Corporation; applying policy by coordinating the government's energy-related activities and by interventions before provincial and federal tribunals. Reports to the Legislature for Ontario Hydro and the Ontario Energy Board, both of which function independently of the Ministry. Operates a **library** (965-9174). For general information service contact 965-2459. Ministry's programs are described under Energy Program or Agency Name.

416-965-7117

**ENV, INFORMATION SERVICES BR** is the information service for the Ministry of the Environment. For a description of activities, see first entry under Information Service. Technical **library** at 135 St. Clair Ave. West (965-7978) and another at Resources Rd. (248-3408) are both open to the public.

416-595-6100

**HEALTH, ADDICTION RESEARCH FOUNDATION (ARF)** conducts research and demonstration treatment, provides educational and consultative services, and publishes material in the field of alcohol and drug addiction. Information is available about various social services for people concerned with psychoactive drugs including alcohol. The **library** of the Addiction Research Foundation has an extensive collection of research reports, books and audio-visual material and is open to the public (Tel. 595-6144). Inpatient and outpatient treatment for alcoholics and drug addicts and abusers is available through the Clinical Institute (595-6021), an 80-bed research and teaching hospital affiliated with University of Toronto. Regional ARF offices assist communities in the development of preventive and treatment services.

416-965-5051

**HEALTH, SUPPLY AND SERVICES BR** provides the Ministry with administrative services (see first entry under Administrative Services for description of functions). In addition, the Branch is responsible for the government pharmacy and medical stores (248-3084), microrecording service including health insurance microfilms (965-8242), the Ministry **Library** (965-7881), support services such as motor vehicle liability insurance, accident claims reports, motor vehicle licences, staff parking permits.

416-965-9713

**HOUSING, SUPPLY & SERVICES BR** supplies the Ministry of Housing, Ontario Housing Corporation and Ontario Mortgage Corporation with administrative services, including purchasing (965-9749). For a description of functions see first entry under Administrative Services. The ministry **library** (965-9720) is part of this branch.

416-965-5466

IND & TOUR, COMMUNICATIONS DIV has two branches: a media relations branch and a communications services branch providing the ministry with information service including photography, audio-visual, publications, releases, speeches, media liaison and other services (see first entry under Information Service). Operates a **library** (965-5411) of still and motion pictures to lend to groups interested in tourism. Catalogues of films available. See also Ind & Tour Communications Div Advertising.

416-965-4566

IND & TOUR, MANAGEMENT SERVICES BR provides the ministry with administrative services. See first entry under Administrative Services for a description of this function. Also provides the ministry with foreign language services (965-1587). Operates a **library** (965-3365) that has information on international trade, technology, tourism, small business, industry and related subjects. Permits access to its facilities for research purposes.

416-965-6101

LABOUR, RESEARCH BR provides information on wages, labour relations, occupational health and safety, collective bargaining, working conditions, quality of working life, human rights, employment and unemployment trends, labour market conditions and manpower, occupational data on women in the Ontario Public Service and on women in management. Provides internal policy analysis. Collects, analyzes and maintains a **library** on Ontario Collective Bargaining Agreements (965-6886). Maintains a **library** containing other labour related material (965-1641).

416-965-4545

LEGISLATIVE ASSEMBLY, LEGISLATIVE **LIBRARY** Research and Information provides reference information service to each Member of Provincial Parliament (MPP) and staff, officers of the Legislative Assembly, research officers for the three parties, and members of the Legislative Press Gallery. Also provides a research service exclusively for MPPs. The Legislative Library's collection is particularly strong in the social sciences and legal materials. It has a large collection of Canadian, Ontario and United States government publications as well as all the major Ontario daily and weekly newspapers. It also administers the Press Clipping Service (965-2088) which provides MPPs with press clippings from selected Ontario newspapers.

416-965-0190

NAT RES, ONTARIO GEOLOGICAL SURVEY provides information on the geological and mineral resources of Ontario for development of policy on management of non-renewable resources, for land use planning and for exploration and development of Ontario's mineral wealth. Activities include geological, geophysical and geochemical surveys, mineral deposit studies, geochronology studies, development of new exploration techniques, presentation of classes & lectures on minerals. Analytical laboratory provides identification, chemical analyses and assays of mineral, rock and ore samples. The branch administers the Mineral Exploration Assistance Program to encourage approved mineral exploration in designated areas, and the geoscience research grants program to aid geoscience research at Ontario universities. Operates the Mining **Library** (965-1352). Published maps, reports, brochures, unpublished files & analytical services are used by the public, prospectors, mining companies, universities & government agencies. There are Regional Geologists in regional offices & Resident Geologists in Red Lake, Sioux Lookout, Kirkland Lake & Sudbury districts (see Appendix).\*

416-965-7577

NORAFFAIRS, INFORMATION SERVICES BR provides the Ministry with information service (as described in the first entry under Information Service). The branch also operates a **library** where ministry films and volumes dealing specifically with Northern Ontario are available. As well as the office in Toronto, an Information Officer is located in each of the regional and area offices in Northern Ontario: Sault Ste. Marie (705-942-0100), Kenora (807-468-3135), Sudbury (705-675-5641) and Thunder Bay (807-475-1585).

416-592-3331

ONTARIO HYDRO PUBLIC REFERENCE CENTRE is the **library** and information service for Ontario Hydro and has general reference material on energy. For a description of activities, see first entry under Information Service.

416-965-2099

REVENUE, COMMUNICATIONS GROUP provides information service concerning programs and policies to the media, the public and internal branches. For description of information services function, see first entry under Information Service. Participates in development of Ministry bilingual programs. Maintains a newspaper clipping service and **library** (965-3892) covering aspects of tax, property assessment, public finance, legislation and government and business administration.

416-965-2111

ROYAL COMMISSION ON ELECTRIC POWER PLANNING was established in 1975 to inquire into the long-range planning of Ontario's electric power system. It examined the long-range planning concepts of Ontario Hydro and related them to the broad range of provincial planning, the use of electrical energy and to environmental, energy and socio-economic factors. Conclusions on nuclear power are included in the Commission's Sept. 1978 interim report. Its final report is due in Oct. 1979. Operates a **Library** and Information Centre. To obtain materials and submissions from previous hearings, contact the Royal Commission office at 14 Carlton Street, 7th Floor, Toronto, M5B 1K5. Reports to the Legislature through the Provincial Secretary for Resources Development.

416-965-2561

SOL GEN, CENTRE OF FORENSIC SCIENCES prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc. by means of scientific examination of physical objects and materials. Supervises Ontario's breath testing program and is responsible for the acquisition and maintenance of breathalyzers and the training of operators (965-9507). Maintains a **library** and provides educational programs and materials for persons and agencies using forensic science services.

416-248-3178

TR & COMM, SUPPLY & SERVICES BR provides the ministry with various services. Purchasing & Supply Office (248-3361) purchases government vehicles, construction, maintenance & operating supplies & equipment. Prepares manuals, publications, maps, e.g., Ontario road maps (248-3476) & photographs for ministry and public distribution; performs records management & has a reference **library** (248-3591). General Services Office (248-3853) runs a garage and instrument repair service; controls movable assets. Disposal Section (248-3725) holds auctions of government vehicles. Tenders Section (248-3651) advertises and supplies information on construction & supply contracts; conducts openings of tenders. Special Services Office (248-3364) provides administrative services including accommodation design; establishes sites for and inspects freeway service centres; provides Ministry telecommunication & remote airport directional systems. Graphic Services Office (248-3557) provides art, display, reproduction facilities.

416-965-2314

TREAS ECON, LIBRARY SERVICES BR operates a **library** which has reference materials for use by the Ministry and the Ministry of Intergovernmental Affairs and their agencies, and to a lesser extent, by other provincial and federal ministries. The **Library** has three indices which may be of interest to municipalities and the public: an index to the Private Acts of Ontario since 1867; an index and History of Incorporation for Ontario Municipalities since 1792; an index to unincorporated places in Ontario. Questions on annexations, amalgamations, dissolutions of Ontario municipalities can be answered by this branch.

416-965-4315

TREAS ECON, ONTARIO ECONOMIC COUNCIL (OEC) undertakes research and policy studies to encourage the optimum development of the human and material resources of Ontario and to support the advancement of all the sectors of the province. Studies concentrate on a wide range of economic problems in such fields as education, health, manpower, social security and urban affairs as well as government regulation, intergovernmental relations and macroeconomic policy. Areas of study are established as a result of liaison with the public and private sectors. The Council achieves its goals by sponsorship of research projects, publication of studies, and organization of the Outlook and Issues conferences and seminars. Its annual report details research publications and work in progress. Operates a **library**.

416-965-8851

WORKMEN'S COMPENSATION BOARD (WCB) administers the Workmen's Compensation Act. For employees disabled by work-related accidents or diseases the Act provides compensation (income), medical aid (payment of doctors' & hospital bills, etc.), rehabilitation services, awards for permanent disability & pensions for dependents of employees who die as a result of such accidents or diseases. Appeals on WCB decisions may be made under the Act. The Board is entirely financed by employer assessments, which also underwrite the safety education programs of nine accident-prevention associations. The Board's head office is at 2 Bloor St. East, Toronto; its Hospital & Rehabilitation Centre is in Downsview. The board has a **library** (965-8725), films (965-8722), two information offices in Toronto & area offices in 12 other Ontario cities (listed in the Appendix). The WCB reports to the Legislature through the Minister of Labour.

## LICENCE OF OCCUPATION

416-965-1316

NAT RES, LANDS ADMINISTRATION BR, Acquisition Section (965-2738) acquires land for ministry needs. Public Lands Section (965-2741) is responsible for the disposition and management of Crown land including cottage lots and water lots; also answers general inquiries. Mining Lands Section (965-1323), is responsible for issuing licences to prospectors, registration and disposition of Crown mining lands; licensing of sand and gravel removals from Crown land (965-6918). Titles Section (965-1319) issues Crown leases, land patents (Crown patents), **licence of occupation**. Can give information (from the Domesday Book) on land that was formerly Crown land. Maintains acreage tax rolls; carries out forfeiture process for patented mining lands.

## LICENCES

Licences, see also Extra-Provincial Licences, Licence of Occupation, Licences in Mortmain. See also specific activity being licensed, e.g., driver's licence.

416-965-1058

AG & FOOD, FARM PRODUCTS QUALITY BR, FRUIT & VEGETABLES SECTION regulates the inspection and grading of twenty-five farm products plus flue-cured and burley tobacco, honey, maple syrup, Christmas trees, tomato seedlings. Offers technical advice to growers and producers and informs the public on all aspects of food (fruit, vegetables, honey) production, packaging and marketing. Provides the ministry's Information Branch with data on conditions of seasonal crops. Issues **licences**: to operators of controlled-atmosphere storages and to packers of apples from such storages, to dealers of fruit and vegetables, and to nurseries. Controls disease in nurseries & controls neglected orchards to prevent spread of disease and insect infestation. Administers the Bees Act which requires registration of apiaries (where bees are kept for honey production). To register contact Provincial Apiarist, Dep't. of Environmental Biology, Univ. of Guelph, 519-824-4120 Ext. 2477. See also Appendix for ministry's county or district offices.

416-965-2411

AG & FOOD, FARM PRODUCTS QUALITY BR, MILK INDUSTRY Section undertakes programs to ensure that milk marketed in Ontario is produced under acceptable sanitary conditions and meets quality standards. Provides for inspection of all dairy farms and monthly testing of raw milk. Issues **licences** to and arranges for training and inspecting the work of milk and cream graders and testers, bulk tank milk graders, buttermakers and cheesemakers. Issues **licences** and regulates plants manufacturing milk products, oleomargarine and edible oils. The laboratory in Guelph analyzes all samples for butterfat, protein and lactose and reports results to the Ontario Milk Marketing Board for determining payment to producers. Conducts regular milk utilization audits.

416-965-5971

AG & FOOD, LIVESTOCK BR promotes production of livestock and high quality livestock products through management improvement programs and grants for Ontario producers. Maintains laboratories where milk samples are tested for butterfat content and a laboratory where feed samples are analyzed. This branch is responsible for acts affecting livestock producers, e.g., the Hunter Damage Compensation Act, the Artificial Insemination of Livestock Act (issuance of **licences** to providers of artificial insemination services for livestock), the Beef Cattle Marketing Act (**licences** of cattle dealers). Other acts provide for: the grading of livestock and poultry and the regulation of stock yards, **licences** to those who conduct auctions of pure-bred livestock, payment of licence fees to the Ont. Sheep Ass'n on the sales of wool. Livestock specialists are available to give management advice to producers throughout Ontario.

416-767-1163

AG & FOOD, ONTARIO STOCK YARDS BOARD operates under the federal Livestock & Livestock Products Act because of interprovincial trade. The Board provides facilities for the weighing of livestock and supervising all scale operations. Issues **licences** to sales agencies operating in the stock yard to act as representatives in the selling of livestock.

416-965-5841

AG & FOOD, VETERINARY SERV BR LABORATORY SECTION operates six laboratories that provide assistance to the livestock industry and veterinary practitioners by offering diagnostic, investigative, consultative and extension services. Carcasses and specimens from animals and poultry are submitted by veterinarians and farmers and tests are made to determine cause of disease. Administers the Ontario Hatchery Supply Flock Policy, involving monitoring procedures to control disease of poultry; and the Fur Farms Act, requiring **licences** of fur farmers.

416-965-5841

AG & FOOD, VETERINARY SERV BR, MEAT INSPECTION SECTION issues **licences** to and inspects slaughtering plants not already registered by Agriculture Canada under the Meat Inspection Act (Canada), and those engaged solely in slaughtering animals exempted by regulations under the Act.

416-965-5841

AG & FOOD, VETERINARY SERV BR, REGULATORY AND COMMUNICABLE DISEASES Section administers the Acts concerning these veterinary requirements: vaccination of cattle to control brucellosis, **licences** for livestock community sales and those involved in disposing of dead animals. Compensates owners of livestock that are destroyed by rabies. Provides consultative service to practising veterinarians and producers of cattle, sheep and swine. Provides grants to finance veterinary service in designated areas where livestock farms are sparsely located. Inspects and issues **licences** to riding horse establishments, dog pounds and suppliers of laboratory animals. Issues **licences** to those other than pharmacists & veterinarians who sell livestock medicine. Requires registration of facilities that use animals for research.

416-963-0844

CCR, ATHLETICS COMMISSIONER regulates professional boxing and wrestling in Ontario. Issues **licences** to professional boxers (including promoters and managers) and wrestlers.

416-963-0471

CCR, FINANCIAL INSTITUTIONS DIV issues **licences** to and regulates insurance companies, investment contract companies, prepaid hospital and medical associations, mutual benefit and fraternal societies. Also issues **licences** to and regulates loan companies and trust companies (963-0477). Answers inquiries on insurance plans and premiums and advises policyholders involved in claims disputes (963-0471), and on deposits and mortgages with loan and trust companies (963-0477). Issues **licences** to insurance agents, brokers, salesmen, adjusters and investigates related complaints (963-0481). Deposits in credit unions and caisses populaires are insured with the Ontario Share & Deposit Insurance Corporation (OSDIC) (759-9778).

416-965-7627

CCR, FUELS SAFETY BR which administers the Ontario Energy Act, strives to prevent loss of life, bodily injury and property damage by controlling safety hazards which can arise from the transmission, distribution and utilization of fuels such as natural gas, oil and propane, and the transport, storage and handling of gasoline. Issues certificates and **licences** (including contractors' licences for heating and air conditioning) and audits such operations.

416-965-4654

CCR, LIQUOR LICENCE BOARD OF ONTARIO (LLBO) issues, renews, transfers, suspends and revokes liquor **licences** for on-premise sale and consumption of alcohol, including special occasion permits. The Liquor Licence Board also regulates advertising for and inspects all licensed establishments. Age of Majority Cards are available on a voluntary basis to Ontario residents over 19. Application forms may be obtained from liquor stores and brewers retail outlets. For information on obtaining liquor **licences** call 965-4691; Age of Majority Cards, 965-4964; special occasion permits, 965-4675; advertising, 965-3450; inspections, 965-4666.

416-963-0272

CCR, LOTTERIES BR issues **licences**, supervises and controls all lottery operators in Ontario. These include bingos, raffles and games of chance operated within the Criminal Code of Canada. Copies of the regulations are available from the branch on request.

416-963-0520

CCR, ONTARIO RACING COMMISSION (ORC) promotes the proper management of horse racing and the orderly behaviour and integrity of participants. Issues **licences** to participants and encourages the improvement of the quality of horses that race. Contact judges and stewards at race tracks or the head office of the Ontario Racing Commission.

CCR, PRESSURE VESSELS SAFETY BR strives to minimize the loss of life and property arising from the operation of boilers and pressure vessels. Under the Boilers & Pressure Vessels Act (965-4121) and the Operating Engineers Act (965-4188), the branch ensures safety by reviewing boiler and pressure vessel designs and welding procedures, doing inspections during fabrication and installation, and periodically thereafter if vessel is uninsured. Inspects major repairs to all boilers and pressure vessels. Qualifies and issues **licences** to welders. Registers and classifies steam, refrigeration and compression plants and issues **licences** to their operators and operating engineers. Issues **licences** to hoisting engineers (crane operators). Investigates related accidents. Contact Queen's Park or regional offices listed in the Appendix.

416-421-2462

CCR, THEATRES BR aims to maintain a reasonable standard of decency in films exhibited in Ontario theatres. Is responsible for censorship of videotape, 8mm, 16mm, 35mm, or wider films. Sets standards for, inspects and issues **licences** to theatres, drive-in theatres, film exchanges, videotape machines, 8mm and 16mm projectors. Issues **licences** to projectionists. Approves motion picture advertising and classification.

COMM SOC, CHILDREN'S SERV DIV, DAY NURSERIES PROGRAM supervises and issues **licences** to nursery schools, day care centres and private home day care agencies. Provides information and consultation to provincial associations and groups regarding development of programs, staffing and legislation, and special day care programs (e.g. for native peoples, handicapped, etc.). Provides financial assistance to municipalities, approved groups who are incorporated and Indian Band Councils to establish day nurseries and to municipalities to provide financial assistance to eligible individuals seeking day care. Maintains statistics on day nurseries. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

COMM SOC, CHILDREN'S SERV DIV, INSTITUTIONS. Under The Children's Institutions Act and The Charitable Institutions Act, the Division may provide charitable organizations and social agencies with capital and operating grants and subsidies, and supervision and consultation to homes for children and youth (juveniles) whose parents are facing family crises, who are emotionally disturbed, delinquent or who abuse the use of drugs, or who need help to live independently in the community; and for homes for unmarried mothers. Under the Children's Residential Services Act establishes standards in all children's residential care programs and issues **licences** to individuals or groups operating group homes for three or more children. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

COMM SOC, CHILDREN'S SERV DIV, MENTAL HEALTH SERVICES, under the Children's Mental Health Centres Act, authorizes the establishment, funding, issuing of **licences**, and setting of standards of Children's Mental Health Centres serving emotionally

disturbed children and youth. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-965-6231

COMM SOC, MENTAL RETARDATION FACILITY SERVICES DIVISION directly operates 17 provincial facilities (Schedule I) and funds 10 facilities (Schedule II) operated by Community Boards of Directors for mentally retarded and multiply handicapped children and adults. Issues **licences** to approved homes which operate under the supervision of above government facilities. Four Regional Administrators manage and direct a comprehensive system of facilities services in a specific region as well as representing this Division in regional discussions about planning, development and implementation of provincial policies and programs. The Mental Retardation Consulting Services Br (965-6237) provides administrative, professional and service-oriented consulting services to Schedule I & II facilities; ensures provision of diagnostic and assessment services for the mentally retarded in board-operated Diagnostic & Assessment Centres. Contact Regional Administrators and Schedule I facilities listed in the Appendix.

416-965-4490

CULT & REC, HISTORICAL PLANNING AND RESEARCH BR provides research and information on built (i.e., man-made) heritage (historical) and archaeological resources to assist in the planning and development of Ontario government programs (e.g. environmental assessments for land use planning). Publishes research reports, planning documents and public information brochures. Advises and works with community groups and individuals on archaeological and other heritage conservation projects. Provides professional support to the Ontario Heritage Foundation in making grants to assist archaeological projects. Maintains a provincial archaeological data bank & coordinates response to inquiries on new discoveries. Deals with emergency situations to rescue threatened heritage sites. Issues & answers inquiries about archaeological **licences**. Regional archaeologists are listed in the Appendix.

416-965-9504

CULT & REC, ONTARIO HERITAGE FOUNDATION advises the Minister of Culture & Recreation on issuing archaeological **licences** and on designating significant archaeological and historic sites. Provides grants to encourage innovative new work in archaeology and to help complete artifact analysis. Provides grants or loans for architectural conservation to encourage renovation of buildings of historical or architectural significance. Erects historical plaques which recognize people, places, buildings and events of significance to the history of the province. Acquires, usually by donation, heritage properties, parkland, works of art and historical artifacts.

416-965-2401

ENV, POLLUTION CONTROL BR PESTICIDES CONTROL Section ensures safe and effective use of pesticides to control pollution. Issues **licences** for use and sale of pesticides (e.g. pest exterminators). Has publications on, and answers inquiries about, control of household pests, insects, etc. In conjunction with municipalities provides grants for termite control. Contact regional or district offices listed in the Appendix.

416-965-2105

ENV, WATER RESOURCES BR HYDROLOGY & Monitoring Section coordinates water quality and quantity programs related to lakes and other inland waters. Provides geotechnical support for ministry hydrogeological and ground water development and protection programs. Issues **licences** to contractors of water wells and participates in policy making and application of the water taking permit program. Contact regional or district offices listed in the Appendix.

416-965-8034

HEALTH, AMBULANCE SERVICES BR is responsible for issuing **licences** to and inspecting ambulance services in Ontario. Dispenses funds to, and generally monitors, these services. Operates a training program for volunteer & part-time driver/attendants, and is responsible for central examination of graduates of the Ambulance & Emergency Care program in community colleges. Provides Ontario Health Insurance Plan approval and guidance regarding air and out-of-province transfers. Coordination of air ambulance transfers is handled through York South Ambulance Service. Operates the Ontario Ambulance Services Information System. Six Regional Coordinators (see Appendix for list) perform decentralized planning & coordinating functions. The Branch does not accept requests for emergency ambulance service. If emergency ambulance service is required, consult inside cover of local telephone book or dial 'O' for operator and ask for Zenith 90,000.

416-965-5081

HEALTH, HOMES FOR SPECIAL CARE PROGRAM, Psychiatric Hospitals Branch, issues **licences** to and inspects Homes for Special Care which provide nursing home and residential home care for former patients of Ontario psychiatric hospitals and centres for the mentally retarded. Contact local psychiatric hospital.

416-965-4063

HEALTH, INSPECTION BR LABORATORY LICENSING Service issues **licences** to and inspects medical laboratories to ensure development and maintenance of high standards of medical laboratory services and to encourage most economical use of available resources. Private and hospital laboratories are inspected annually, or as necessary, and facts on all aspects of laboratory operation are gathered. Also issues **licences** to specimen collection centres (bleeding stations).

416-965-5081

HEALTH, INSPECTION BR NURSING HOME INSPECTION Services issues **licences** to, inspects and investigates complaints about nursing homes. Inspection involves quality and quantity of nursing and personal care provided, adequacy of fire and general safety equipment, sanitation. Approves construction plans for new homes. Most nursing home residents are eligible for Extended Health Care (EHC) benefits under the Ontario Health Insurance Plan (OHIP). For Nursing Homes **licences**, inspection and complaints, contact head office or regional offices listed in the Appendix (in Toronto, 965-4690).

416-965-7678

HEALTH, PUBLIC HEALTH BR PUBLIC HEALTH ENGINEERING Section collects and evaluates data on the analysis of drinking water and on the quality of the supply in recreational areas. Provides engineering advice on control measures for outbreak of communicable disease, on treatment of non-municipal water supply, on improper waste disposal systems, and on the design and operation of recreational camps and other facilities, housing and institutions. Issues **licences** to summer camps. Administers regulation regarding public swimming pools under the Public Health Act, including approval of building plans. See other sections in Health Public Health Br described separately.

416-965-3475

IND & TOUR, TOURISM OPERATIONS BR provides Tourism Industry Consultants throughout Ontario (see Appendix for list) to assist tourism development and marketing at the local and area level. Field staff provide advisory services on all phases of tourism planning, development and operation to tourism developers, tourist facilities owners and managers. Also provide liaison with municipal officials on tourism matters and assist tourism

organizations to expand their programming. Staff supervise the Ontario Travel Association program and assist other branches of the Ministry with the implementation of various tourism programs within the Province. **Licences** are issued to tourism accommodation establishments that are not licenced by the Liquor Licence Board.

416-965-2265

INTGOV AFF, MUNICIPAL BUDGETS & ACCOUNTS BR goals are to improve management of municipal finance by local government (municipalities); to provide municipal financial management expertise to other government offices; to oversee the municipal auditing function. Activities include improving municipal financial reporting, issuing bulletins and other publications on financial practices, developing a comprehensive financial procedures reference manual for municipalities and auditors, providing other government offices with qualified resources and information. The branch also issues **licences** to municipal auditors and oversees municipal audits; monitors legislation, policies, procedures and programs relating to municipal financial administration and is involved with associated education programs.

416-965-5251

LABOUR, EMPLOYMENT STANDARDS BR sets and enforces standards of wages and working conditions in Ontario, including minimum wage, overtime pay, vacation pay, hours of work, public holidays, maternity leave, equal pay for equal work, termination of employment and equal benefits. May also collect unpaid wages on behalf of employees. Provides means for employees and employers to jointly petition Government for a schedule of wages and working conditions for their particular industry or trade. Also regulates and issues **licences** to employment agencies (965-0631). Provides for setting of wages rates and working conditions for construction industry and maintenance workers employed on government contracts. Employment Adjustment Services (965-3303) provides consulting services to employers and employees on termination of employment legislation and on adjustment programs available in situations of mass terminations of employment. Contact regional offices listed in the Appendix.

416-965-5134

NAT RES, ADMINISTRATIVE SERVICES BR, besides the usual administrative services functions, operates a public service centre which serves the public through these units: Aerial Photo Unit (965-1123) which provides aerial photographs; Map Unit (965-6511) which provides topographical and geographical maps including canoe routes; Mines Publications Unit (965-1348) which provides publications on mining; and Hunting and Fishing **Licences** Sales (965-6512). Hunting and fishing **licences** are also available from ministry regional or district offices (listed in the Appendix) and some sporting goods stores. For a description of administrative service functions, see first entry under Administrative Services. The branch also provides information on frog, turtle & snake identification (965-5134).

416-965-2761

NAT RES, FINANCIAL SERVICES BR, besides the financial management and accounting functions as outlined in the first entry under Accounting, is responsible for appropriations control, development of accounting and costing systems, financial and cost analyses, pre-audit controls and procedures. Prepares claims under federal-provincial agreements; controls collateral securities and collects records and reports on revenue from timber operations, sales and leases of Crown land, mining operations, provincial parks operations, fish and wildlife **licences** and sundry other cash receipts. For fish and wildlife (hunting) **licences** sale, see Nat Res Administrative Services Br or contact ministry regional or district offices (listed in the Appendix).

416-965-7883

NAT RES, FISHERIES BR provides information on fishing conditions and regulations, open seasons, limits, **licences**, fish farming regulations, fish identification and conservation, hatcheries and sanctuaries, lamprey identification, mercury levels, freeze-up and break-up. Commercial Fish Section (965-3345) coordinates, regulates and issues **licences** for all commercial fishing in Ontario. The branch conducts biological and environmental research and provides information on scientific fish management at Maple (832-2761) and through research stations located at Glenora, Sault Ste Marie, Thunder Bay, Wheatley; Harkness Laboratory in Algonquin Park and South Baymouth Laboratory at Tehkummah. Can also supply information on the physical and chemical characteristics and improvement of lakes, rivers and streams as well as depth charts, shorelines, water access and fishing maps. Provides liaison with the Federal government on boating restriction regulations and Small Craft Harbours and answers related inquiries (965-7887). For local information and guidance contact district offices listed in the Appendix.

416-965-1316

NAT RES, LANDS ADMINISTRATION BR, Acquisition Section (965-2738) acquires land for ministry needs. Public Lands Section (965-2741) is responsible for the disposition and management of Crown land including cottage lots and water lots; also answers general inquiries. Mining Lands Section (965-1323), is responsible for issuing **licences** to prospectors, registration and disposition of Crown mining lands; licensing of sand and gravel removals from Crown land (965-6918). Titles Section (965-1319) issues Crown leases, land patents (Crown patents), licence of occupation. Can give information (from the Domesday Book) on land that was formerly Crown land. Maintains acreage tax rolls; carries out forfeiture process for patented mining lands.

416-965-1559

NAT RES, MINERAL RESOURCES BR develops and administers mineral resources policies. Maintains statistics on mineral economics (965-1016) and determines availability of resources such as metals, industrial minerals, nonmetals and petroleum. Issues precious metals refinery **licences**. Administers the Pits & Quarries Control Act (965-3127), Petroleum Resources Act, Section 113 of the Mining Act. Petroleum Resources Section (965-1981) issues **licences** to lease property for the purpose of producing natural gas or oil or for geochemical and geophysical exploration. Issues permits to drill wells and to operate machinery.

416-965-3345

NAT RES, WILDLIFE BR, WILDLIFE SERVICES SECTION regulates use of furbearers and issues **licences** to fur buyers and tanners. Administers resource development agreement between the Ontario Ministry of Natural Resources and the federal Department of Indian Affairs and Northern Development to develop Ontario renewable natural resources for the improvement of social and economic status of native peoples. Hunter Training Safety Program (965-4251) certifies hunter safety instructors and trains Ministry hunting licence examiners. See also Nat Res Wildlife Br. Contact regional or district offices listed in the Appendix.

416-965-5772

REVENUE, RETAIL SALES TAX BR administers the collection of Retail Sales Tax by Ontario vendors. This tax is paid to vendors by consumers at the time of purchase on most goods and some services (e.g. entertainment) consumed in Ontario. The branch operates district offices (listed in the Appendix) throughout Ontario which register vendors, issue vendors permits (Provincial Sales Tax **licences**) and provide information concerning exemptions and other aspects of the Retail Sales Tax including vendor information for those

starting a business. District Offices also carry out periodic audits. Tax collected under the Race Tracks Tax Act is also administered by the branch. In Metro Toronto, call 487-7161.

416-965-4858

**SOL GEN, FIRE MARSHAL'S OFFICE.** Fire Advisory Services (965-4858) assists municipalities in establishing municipal fire departments, e.g., conducts staff training & technology courses. Develops fire prevention by-laws, prepares equipment specifications. Conducts municipal fire protection surveys & fire department promotional examinations. Technical & Consulting Services (965-4858) advises ministries and agencies and participates in fire codes and advisory committees. Approves results of product tests for fire safety. Approves plans for government buildings including institutions and inspects hotels not already licensed and inspected by the Liquor Licence Board. Issues **licences** to lightning rod installers and agents; inspects these installations. Advisory services are conducted from Toronto and district offices (listed in the Appendix). See also other entries under Sol Gen Fire Marshal's Office.

416-965-5814

**SOL GEN, OPP, REGISTRAR OF PRIVATE INVESTIGATORS & Security Guards** investigates and approves the licensing of agencies that provide the services of private investigators and security guards. Issues **licences** to agency employees to act as private investigators or security guards. OPP district headquarters are listed in the Appendix.

416-248-7146

**TR & COMM, HIGHWAY CARRIER LICENSING SECTION,** Licensing & Control Br issues **licences** to public vehicles (PV), e.g., bus & charter operations and to public commercial vehicles (PCV), e.g., trucks, truck tractors and freight forwarders operating in Ontario beyond the urban municipality. Inspects commercial vehicles for compliance with law on oversize & overweight vehicles. Oversize/overweight permits are issued on an annual, project and special trip basis. Applications for cartage **licences** within a municipality should be made at the Clerk's offices in municipalities. The branch will advise shippers of the extent of authority of any trucking company they may wish to have ship their goods. Contact regional and district offices listed in the Appendix.

416-965-1845

**TR & COMM, ONT HIGHWAY TRANSPORT BOARD,** a regulatory tribunal, controls approval of operation of bus or truck for hire businesses on Ontario highways by holding hearings at offices in Toronto and throughout the province. Recommends to the Minister of Transportation & Communications the denial or issuance of **licences**.

416-248-7163

**TR & COMM, VEHICLE INSPECTIONS,** Licensing & Control Branch administers programs designed to reduce death, injury and property damage caused by defective vehicles. Inspection mechanics under **licences** of appointed inspection stations are permitted to issue safety standard certificates confirming mechanical fitness of vehicles. Roadside inspection sites throughout Ontario and at commercial vehicle operators' terminals inspect safety related vehicle components or systems on heavy commercial motor vehicles. Permanent inspection lanes at Downsview (248-3409) and portable inspection lanes travelling throughout the province during the summer months identify light vehicles (cars and light trucks) having defects affecting safety of operation. School bus safety inspections are conducted semi-annually. Contact regional or district offices listed in the Appendix. In Metro Toronto call Central Region, 248-7163.

416-965-7168

TR & COMM, VEHICLE LICENSING OFFICE, Licensing & Control Branch registers and issues **licences** for all motor vehicles, trailers and snow vehicles (e.g. snowmobiles). Issues **licences** to premises used for wrecking or dealing in motor vehicles, to all for-hire truck operations under the Public Commercial Vehicles (PCV) Act and to all bus and charter operations under the Public Vehicles (PV) Act (see Tr & Comm Highway Carrier Licensing Section). Although management and control of program is administered at Queen's Park, licensing is available throughout Ontario through agents at 315 locations. For questions on how to get **licences** for vehicles contact local agent or Agents Issuing Section 965-1226, Queen's Park Licensing 965-2206, or Downsview Motor Vehicles Licensing 248-7171, Highway Carrier Licensing (PCV & PV) 248-7146. For information on ownership of vehicles see TR & COMM Vehicle Records & Information.

## LICENCES IN MORTMAIN

416-963-0387

CCR, COMPANIES SERVICES BR processes articles of incorporation, articles of amendment of business corporations, and applications for incorporation of churches, non-profit corporations and cooperatives, and issues letters patent (charters) with respect to them. Processes applications for **licences in mortmain** and extra-provincial licences. See also other sections of this branch described separately.

416-963-0373

CCR, COMPANY LAW BR provides legal counselling to the Companies Division and handles inquiries of legal nature from the public about: incorporation of business and non-profit corporations, **licences in mortmain**, extra-provincial licences, registration of partnerships and sole proprietorships, names and name style registration by corporations, and registration of securities registered against the personal property of corporations, e.g. corporate bonds, debentures, trust indentures and corporate mortgages. This includes sorting out deficiencies in the applications submitted to the Companies Services Branch.

## LIENS

For information on liens on chattel goods under the Mechanics' Lien Act or the Warehousemen's Lien Act, see a lawyer. To check liens on real property under the Mechanics' Lien Act, contact local Land Registry Office (listed in the Appendix).

416-963-0451

CCR, PERSONAL PROPERTY REGISTRATION BRANCH operates the Personal Property Security Registration System (PPSR) in which the lender of money can record security interests in personal property (e.g. motor vehicles) when property is sold 'on time' or pledged as security for a loan. System also provides an inquiry capability so that a third person can protect himself from security interests or **liens** when buying personal property (e.g., motor vehicles) or accepting it as collateral for a loan. Inquire through owner's name or motor vehicle serial number by telephone for Deposit Account Holders or in person & by mail upon payment of a fee. Contact local PPSR Branch listed in the Appendix. In Toronto call 963-0461. System serves the financial community, vehicle dealers, the public. The document creating the security interest is a security agreement (includes chattel mortgage, conditional sale contract, assignment of book debts). The document that is registered is a financing statement.

416-963-0465

CCR, REGIONAL PROPERTY REGISTRATION Branches I and II phone numbers are 963-0462 & 963-0466 respectively. The branches operate land registry offices (LRO's)

throughout Ontario which provide services of the land titles and land registry systems. The LRO'S register and record documents for real property (land) and personal property titles including **liens** on them. Registration records (including those of condominiums) may be examined for a fee. Mortgages are normally discharged through a lawyer who prepares the document. The discharge is then registered with the local LRO. There is a LRO in each county or district (see Appendix for list). In Toronto LRO'S are located at New City Hall, with these telephone numbers: Toronto and York Land Titles, 965-5248; Toronto Land Registry, 965-7553; Toronto Boroughs and York South Land Registry, 965-7588.

416-965-1160

**REVENUE, CORPORATIONS TAX BR** administers the Corporations Tax Act and the Railway Fire Charge Act. The branch deals with corporations tax, i.e., corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital), clearances of **liens** on sale of real property (when lien has been placed on corporation property in respect of unpaid tax, penalties or interest), consents to revive or surrender charters or to dissolve a corporation voluntarily and special tax on insurance companies based on taxable insurance premiums. Answers questions on corporations tax credits on investment in new issues of Small Business Development Corporations (SBDC) equity shares under the new SBDC Act (965-4040). For information on Land Transfer Tax, call 965-1774.

## **LIGHTNING ROD INSTALLERS**

Lighting Rod Installers, see Sol Gen Fire Marshal's Office

## **LIMITED COMPANIES**

Limited Companies, see Corporations, also Partnerships

## **LIQUOR**

416-965-7523

**ATT GEN, PROVINCIAL COURTS CRIMINAL DIV, METRO** Toronto deal with all criminal charges under the federal and provincial statutes and by-laws of the Municipality of Metropolitan Toronto and its boroughs (e.g. traffic violations). Parking tags issued by the Metro Police are payable at the Court offices (965-7534 if paid in person; 965-7515 if paid by mail). Summons Issuance (965-2177) issues summonses for minor criminal and **liquor** law violations. For inquiries re: payment of fines following conviction and driver's licence suspension for non-payment of fines, call 965-7537. For bail procedures to release a person from custody contact Justice of the Peace of the court's branches or the Bail Office (965-7522). Civil marriages are performed Monday to Friday, appointments to be made in person and in advance (965-7227). Contact Central Court at 60 Queen St. W. (965-7523) or area courts: Metro North (663-5440), Metro East (757-3686), Metro West (252-7891). There are four Traffic Tribunals: North York (226-5440), York (248-3705), Metro East (757-3686) and Metro West (252-7891).

416-965-4911

**CCR, LIQUOR CONTROL BOARD OF ONTARIO (LCBO)** oversees the distribution and sale of **liquor** (spirits, alcohol, ale, beer and wine) for home consumption and liquor sales to licensed establishments through government stores throughout Ontario. The LCBO imports special orders of products not normally carried. Special rare wine and spirits cellars are operated in Toronto (416-965-3036) and in Ottawa (613-733-0041) to stock only high quality products in limited supply. Consultants are available in liquor stores in some metropolitan areas to advise on choosing wine. Duty-free stores at the Toronto International Airport sell **liquor** to foreign-bound passengers.

416-965-7798

CCR, LIQUOR LICENCE APPEAL TRIBUNAL holds public hearings on appeals from persons aggrieved by **Liquor** Licence Board's decisions to: refuse to issue, renew or approve a transfer of a licence; suspend, revoke or refuse to renew a manufacturer's licence; temporarily suspend a licence or permit in the public interest; impose terms and conditions on an individual; refuse to register an agent or representative; issue an interdiction order; issue an Order of Cessation of advertisement or public notice.

416-965-4654

CCR, LIQUOR LICENCE BOARD OF ONTARIO (LLBO) issues, renews, transfers, suspends and revokes **liquor** licences for on-premise sale and consumption of alcohol, including special occasion permits. The Liquor Licence Board also regulates advertising for and inspects all licensed establishments. Age of Majority Cards are available on a voluntary basis to Ontario residents over 19. Application forms may be obtained from liquor stores and brewers retail outlets. For information on obtaining **liquor** licences call 965-4691; Age of Majority Cards, 965-4964; special occasion permits, 965-4675; advertising, 965-3450; inspections, 965-4666.

416-965-8114

SOL GEN, OPP, SPECIAL INVESTIGATIONS BR provides assistance to Crown attorneys and law enforcement agencies including Chiefs of Police and other government agencies. Drug Enforcement Section (965-8114) conducts investigations concerning the suppression of illegal drugs. Liquor Laws Enforcement Section (965-8114) conducts investigations relating to **liquor** licencing and **liquor** law infractions. Anti-Gambling Section (965-8114) deals with control of gambling and improprieties in Thoroughbred and Standardbred horse racing. Also is involved with control of pornography (965-1736). Auto Theft Section (965-8049) conducts investigations concerning all thefts of motor vehicles including organized vehicle theft rings and expert vehicular (or parts) identification. OPP district headquarters are listed in the Appendix.

## LITTER

Litter, see Waste

## LIVESTOCK

Livestock, see also Animals.

AG & FOOD, AGRICULTURAL RESEARCH INSTITUTE of ONTARIO inquires into research programs on agriculture, veterinary medicine and household science. Stimulates interest in agricultural research as a means of developing efficiency in the production and marketing of farm products in Ontario. Research projects include studies on **livestock**, poultry, field crops, horticultural plants, soils, food and nutrition, economics and marketing. Four research stations near Guelph, Ontario are administered by the University of Guelph (519-824-4120). The University also provides laboratory services. In Toronto contact 965-6695.

AG & FOOD, COLLEGES OF AGRICULTURE offer courses in farm management, agricultural production, agricultural engineering, agricultural laboratory technology, home economics or food service supervision, health of animals, **livestock** production, technology and management (e.g. horse breeding), agricultural business management. They also conduct agricultural research for the ministry. For further information: Centralia College in Huron Park (519-228-6691), Ridgetown College in Ridgetown (519-674-5456), Kemptville College in

Kemptville (613-258-3411), New Liskeard College in New Liskeard (705-647-6701) and University of Guelph in Guelph (519-824-4120).

416-965-1241

AG & FOOD, EXTENSION BR operates the Ontario farm management program to encourage farmers to use modern techniques to manage their **livestock**, soils, crops, machinery and finances. Administers the Farm Productivity Incentive Program which provides financial assistance to farmers for certain capital improvements and soil management projects on their farms. Local agricultural representatives (AG REPS) provide individual counselling, in-depth courses, commentaries over various media, displays and tours. Also act as resource for the Four-H (4-H) and Junior Farmer programs which provide agricultural and leadership training as well as social benefits for youth in rural areas. The branch is headquarters for the Junior Farmers' Association of Ontario. Contact AG REPS in county or district offices listed in the Appendix.

416-965-5971

AG & FOOD, LIVESTOCK BR promotes production of **livestock** and high quality livestock products through management improvement programs and grants for Ontario producers. Maintains laboratories where milk samples are tested for butterfat content and a laboratory where feed samples are analyzed. This branch is responsible for acts affecting **livestock** producers, e.g., the Hunter Damage Compensation Act, the Artificial Insemination of Livestock Act (issuance of licences to providers of artificial insemination services for livestock), the Beef Cattle Marketing Act (licences of cattle dealers). Other acts provide for: the grading of **livestock** and poultry and the regulation of stock yards, licences to those who conduct auctions of pure-bred livestock, payment of licence fees to the Ont. Sheep Ass'n on the sales of wool. **Livestock** specialists are available to give management advice to producers throughout Ontario.

416-767-1163

AG & FOOD, ONTARIO STOCK YARDS BOARD operates under the federal Livestock & Livestock Products Act because of interprovincial trade. The Board provides facilities for the weighing of **livestock** and supervising all scale operations. Issues licences to sales agencies operating in the stock yard to act as representatives in the selling of **livestock**.

416-965-5841

AG & FOOD, VETERINARY SERV BR LABORATORY SECTION operates six laboratories that provide assistance to the **livestock** industry and veterinary practitioners by offering diagnostic, investigative, consultative and extension services. Carcasses and specimens from animals and poultry are submitted by veterinarians and farmers and tests are made to determine cause of disease. Administers the Ontario Hatchery Supply Flock Policy, involving monitoring procedures to control disease of poultry; and the Fur Farms Act, requiring licences of fur farmers.

416-965-5841

AG & FOOD, VETERINARY SERV BR, REGULATORY AND COMMUNICABLE DISEASES Section administers the Acts concerning these veterinary requirements: vaccination of cattle to control brucellosis, licences for **livestock** community sales and those involved in disposing of dead animals. Compensates owners of **livestock** that are destroyed by rabies. Provides consultative service to practising veterinarians and producers of cattle, sheep and swine. Provides grants to finance veterinary service in designated areas where **livestock** farms are sparsely located. Inspects and issues licences to riding horse establishments, dog pounds and suppliers of laboratory animals. Issues licences to those other than pharmacists &

veterinarians who sell **livestock** medicine. Requires registration of facilities that use animals for research.

## LOAN COMPANIES

416-963-0471

CCR, FINANCIAL INSTITUTIONS DIV issues licences to and regulates insurance companies, investment contract companies, prepaid hospital and medical associations, mutual benefit and fraternal societies. Also issues licences to and regulates **loan companies** and trust companies (963-0477). Answers inquiries on insurance plans and premiums and advises policyholders involved in claims disputes (963-0471), and on deposits and mortgages with loan and trust companies (963-0477). Issues licences to insurance agents, brokers, salesmen, adjusters and investigates related complaints (963-0481). Deposits in credit unions and caisses populaires are insured with the Ontario Share & Deposit Insurance Corporation (OSDIC) (759-9778).

## LOANS

Loans, see also Credit, Grants, Financial Assistance. Student loans, see Coll Univ Student Awards Br listed below.

416-965-7661

AG & FOOD, RURAL DEVELOPMENT BR administers federal-provincial programs for farm and rural development including the Agricultural and Rural Development Agreement (ARDA) and General Development Agreement (GDA) subsidiaries. Manages programs which make available to farmers guaranteed bank **loans**, and the Industrial Milk Production Incentive, Labrusca Grape Conversion, Greenhouse Growers Storm Damage Assistance and Ontario Young Farmers Credit programs. Administers the Ontario Junior Farmer Establishment Loan Corporation. Contact Ministry's county or district office listed in the Appendix.

416-965-7351

ATT GEN, COUNTY AND DISTRICT COURTS have jurisdiction in both civil and criminal cases. Jurisdiction in civil cases is determined by nature of action and by amount claimed; in general the limit is \$7,500. Statutes under which the courts handle proceedings include: Landlord and Tenant, Change of Name (applications for name changes), Unconscionable Transactions Relief Act (excessive cost of **loans**) and Mental Incompetency (rights of the mentally incompetent). Persons rarely appear without legal counsel and in many cases either party may require trial by judge and jury. Criminal jurisdiction involves handling of trials, with or without jury, of all indictable offences with the exception of murder, piracy on the high seas and sedition. For inquiries in the Judicial District of York, contact County Court Clerk, 965-7351. Elsewhere, contact appropriate county or district court.

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and deceptive or unfair business practices. Nine Bureaux across Ontario handle complaints under these Acts: Bailiffs (private bailiffs), Business Practices, Collection Agencies, Consumer Protection (e.g., finance charges on credit purchases and **loans**) Consumer Protection Bureau, Consumer Reporting (credit reporting and personal investigation agencies), Mortgage Brokers, Motor Vehicle Dealers, Paperback & Periodical Distributors (wholesalers of paperbacks and periodicals), Real Estate and Business Brokers, and Travel Industry (travel agents & wholesalers). The Business Practices Act specifies some practices considered to be

deceptive, unfair or unconscionable and provides the consumer with redress procedures. See list of Bureaux in the Appendix.

416-965-5241

COLL UNIV, STUDENT AWARDS BR has many student awards programs that offer financial assistance as **loans**, grants or bursaries to Ontario students studying at colleges and universities. Administers four plans based on financial need under the Ontario Student Assistance Program (OSAP): Ontario Study Grant Plan, Canada Student Loans Plan, Ontario Student Loan and Ontario Special Bursary. The branch also awards fellowships or scholarships for outstanding university graduate work: The Ontario Graduate Scholarship, The Sir John A. Macdonald Graduate Fellowship, Ontario-Quebec Exchange Fellowship and The Queen Elizabeth II Ontario Scholarships; and has programs for students and teachers for bilingual study: fellowships for studying French, Teacher's Summer Language Bursary, and Summer Language Bursary program. Students should apply through the Student Awards Office at the post-secondary institution of their choice. For private or out-of-province institutions, contact this branch.

416-965-4530

COLL UNIV, VENTURE CAPITAL PROGRAM, part of the Ontario Experience Program provides **loans** to full-time senior secondary school, college or university students over the age of 18 to operate a business during the summer months.

416-965-7690

CULT & REC, CULTURAL INDUSTRIES BR provides liaison with various levels of government and the film industry, recording industry, book publishing and periodicals industries. Does not give grants; emphasizes policy development. Accepts applications from established book publishers for guaranteed **loans** and interest subsidies. Manages Ontario Half Back program which allows non-winning Wintario tickets to be used for discounts on purchase of Canadian records or on admission to Canadian films (May to September, 1979). The Half Back program on the purchase of Canadian books or magazine subscriptions was in operation from January 19 to April 12, 1978.

416-965-4021

CULT & REC, HERITAGE ADMIN BR, ARCHITECTURAL Conservation Section provides technical support to the Ontario Heritage Foundation for its grants or **loans** programs which encourage architectural conservation or preservation of buildings of historical and/or architectural significance. Helpful advice on preservation is offered to organizations and individuals, including assistance with the establishment of Local Architectural Conservation Advisory Committees (LACAC) and programs. See also Cult & Rec: Heritage Admin Br Museums and Heritage Admin Br Historical for other activities of the branch.

416-965-9504

CULT & REC, ONTARIO HERITAGE FOUNDATION advises the Minister of Culture & Recreation on issuing archaeological licences and on designating significant archaeological and historic sites. Provides grants to encourage innovative new work in archaeology and to help complete artifact analysis. Provides grants or **loans** for architectural conservation to encourage renovation of buildings of historical or architectural significance. Erects historical plaques which recognize people, places, buildings and events of significance to the history of the province. Acquires, usually by donation, heritage properties, parkland, works of art and historical artifacts.

416-965-2611

EDUC, FINANCIAL MANAGEMENT BR, besides the normal functions of financial management (965-2611) and accounting (965-2612) (see first entry under Accounting), collects outstanding **loans** made under the Ontario Student Aid Loan Plan, a student aid program discontinued in 1964. Also collects fees for teachers' colleges and summer courses offered to teachers and for duplicates of students' transcripts and teachers' certificates.

416-965-2826

HOUSING, DOWNTOWN REVITALIZATION PROGRAM under the Community Renewal Branch is designed to help eligible municipalities with a maximum population of 125,000 receive public investment for Seeding Projects to restore confidence in the community's core area. Subject to availability, funds are provided by the province in the form of partially recoverable **loans** up to a maximum two-thirds of the approved cost of the project. See also Housing Ontario Home Renewal Program, Housing Business Improvement Area and Housing Main Street Revitalization Program for other programs of Housing Community Renewal Br.

416-965-2826

HOUSING, MAIN STREET REVITALIZATION PROGRAM under the Community Renewal Br is designed to help small Ontario communities with populations of 30,000 or less to upgrade their downtown areas using the Business Improvement Area (BIA) concept as a starting point (see Housing, Business Improvement Areas). Since smaller municipalities often are not able to generate the financing needed to initiate BIA projects, the province provides low-interest **loans** of up to \$150,000 to help the community improve and beautify municipally owned lands and buildings in eligible areas. See also Housing Ontario Home Renewal Program, Housing Business Improvement Areas and Housing Downtown Revitalization Program for other programs of Housing Community Renewal Br.

416-965-2826

HOUSING ONTARIO HOME RENEWAL PROGRAM (OHRP) provides per capita grants to municipalities to administer directly as **loans** to owner-occupants whose adjusted annual family income is \$12,500 or less. The grants are for the repair of faulty structural and sanitary conditions and the upgrading of the plumbing, heating, insulation and electrical systems of the residences. Not all municipalities have applied to be part of the OHRP. Eligible residents can contact local municipality if OHRP grants are available. In unorganized territories the OHRP is administered through Ministry of Northern Affairs Offices. See also Housing Business Improvement Area, Housing Downtown Revitalization Program and Housing Main Street Revitalization Program for other programs of Housing Community Renewal Br.

416-965-4622

IND & TOUR, DEVELOPMENT CORPORATIONS. The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern Ontario Development Corporation (NODC) assist in and encourage the development and diversification of Ontario industry by providing: financial assistance through incentive and term **loans** and bank guarantees; sites, facilities and services in two industrial parks; technical, business and financial information and advice. Tourism operations, secondary manufacturing industries and service industries allied to manufacturing may avail themselves of this service. **Loans** are available for establishing new operations such as tourist facilities, expanding present operations, introducing new products and technology, financing exports, purchasing and installing pollution control and energy conservation equipment. Contact corporation regional offices listed in the Appendix.

416-965-7196

**IND & TOUR, INDUSTRY BR**, Industrial Development Section assists in the development of industrial technology by: evaluating new materials, products and processes through contact with manufacturing industry, associations and research institutions; providing a consultative service on technology to industry on a sector basis; introducing new technology to businessmen through Product Development and Productivity Seminars in Ontario and Technology Missions abroad; providing information and assistance on energy management and conservation, industrial research, industrial waste utilization and pollution control methods. Also provides assistance and information to encourage the film industry in Ontario. The Section assists in the review and preparation of applications for **loans** and grants, available from the Federal or Provincial Governments. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Product-Manufacturing Development, and Ind & Tour Industry Br Industrial Services.

**INTGOV AFF, SUBSIDIES BR** administers provincial & federal-provincial subsidy programs under which grants & **loans** are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & **loans** to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-1671

**TREAS ECON, MUNICIPAL FINANCE BR** analyzes and evaluates the financial performance of Ontario's local governments; develops budget options for local sector finance; publishes annual report on Ontario local government finance; maintains a municipal finance data system, a mill rate summary, and a register of provincial grants to local sectors. Develops and implements a system of real property taxation in Ontario; studies and proposes amendments to legislation concerning municipal finance; assists in administration of the transitional and special transfer payments made under the Unconditional Grants Act; administers **loans** programs (965-2451) of the Ontario Municipal Improvement Corporation (OMIC), Ontario Education Capital Aid Corporation (OECAC) and Ontario Universities Capital Aid Corporation (OUCAC).

## LOCAL GOVERNMENT

Local Government, see Municipalities

## LOCKOUTS

Lockouts, see also Education Relations Commission, also College Relations Commission.

416-965-4108

**LABOUR, CONCILIATION & MEDIATION SERVICES BR** goals are to foster harmonious labour relations and to minimize disruption in the economy arising from strikes and **lockouts**. Provides conciliation officers who help labour and employers to arrive at a settlement of disputes. Provides mediation officers after the conciliation process if necessary. Also undertakes preventive mediation services during the term of an agreement. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or **lockouts**.

416-965-4151

LABOUR, ONTARIO LABOUR RELATIONS BOARD administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for employers & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for employees in hospitals; Colleges Collective Bargaining Act. Also administers unfair declarations of strikes and **lockouts** and consents to prosecute under the School Boards and Teachers Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade unions and construction industry employer organizations; investigates unfair labour practice by unions and employers; rules on the legality of strikes and **lockouts**; conducts arbitration hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

## LODGES

Lodges (travel accommodation), see Ind & Tour Tourism Marketing Br Ontario Travel. See also Tourist Facilities.

## LOGGING INDUSTRY

Logging Industry, see also Timber.

416-224-1606

LABOUR, INDUSTRIAL HEALTH & SAFETY BR is concerned with protecting the occupational health and safety of employees in industry including the **logging industry**. (For the construction and mining industries, see Labour Construction Health & Safety Br and Labour Mining Health & Safety Br). This branch encourages employers and employees to assume primary responsibility for occupational health and safety programs by establishing Internal Responsibility Systems and consulting with them so problems are recognized and ongoing safety programs are established. Periodically inspects industrial establishments and logging sites; investigates refusals to work under unsafe conditions; investigates fatalities and serious accidents. Reviews plans for new buildings and alterations to existing ones to check occupational health and safety hazards. Head Office at 400 University Ave., 9th floor (965-4125) is responsible for overall program implementation. For inquiries contact district offices listed in the Appendix (In Metro Toronto, 224-1606).

416-965-8710

LABOUR, STANDARDS & PROGRAMS BR identifies need for occupational health and safety programs; supports their development, implementation and evaluation. The branch has four groups. Program Analysis & Evaluation (965-8710) coordinates identification of short and long-term goals, definition of objectives, program planning and evaluation. Maintains occupational health and safety data, i.e. illnesses and injuries. Hazard Identification & Programming (965-8710) coordinates identification and assessment of hazardous agents in the workplace. Coordinates preparation of data sheets, guidelines and regulations. Industry Sector Programming (965-8510) identifies occupational health and safety priorities by industry sector and coordinates development of hazards control programs by sector (e.g., construction industry, **logging industry**, mining). Coordinates development of training programs for Occupational Health and Safety Division staff. See also Labour Standards & Programs Br Advisory Services for functions of the branch's fourth group.

**LONG TERM INCOME PROTECTION**

416-965-6861

GOVT SERV, EMPLOYEE BENEFITS BR administers the following benefit plans for employees of the Ontario Public Service (OPS): Public Service Superannuation Act, Superannuation Adjustment Benefits Act, Employees' Group Insurance Plan, **Long Term Income Protection**. Informs existing and retired OPS employees of the benefits available. The branch is not concerned with family benefits or pensions in the private sector.

**LOTTARIO**

416-961-6262

CULT & REC, ONTARIO LOTTERY CORPORATION, LOTTARIO. The Ontario Lottery Corporation manages **Lottario**, Wintario and the Provincial lotteries. To find out winning numbers consult newspapers the Monday following the draw or list posted at retailer's or call 416-870-9122 (Toronto) for a recorded message.

**LOTTERY**

Lottery, see also Ontario Lottery Corporation

416-963-0272

CCR, LOTTERIES BR issues licences, supervises and controls all **lottery** operators in Ontario. These include bingos, raffles and games of chance operated within the Criminal Code of Canada. Copies of the regulations are available from the branch on request.

**LOW-INCOME HOUSING**

Low-Income Housing, see Rent-Geared-to-Income

**LTIP**

LTIP, see Long Term Income Protection.

**MACHINERY**

Machinery (farm), see Ag & Food Farm Machinery Board.

**MACHINIST**

Machinist (certification), see Coll Univ Industrial Training Br Trades.

**MAIL DELIVERY**

416-965-1051

GOVT SERV, SPECIAL SERVICES BR provides Ontario Government ministries with these operational support services: Collection Service for debts owing to the Government (965-5195); **Mail Delivery**, a complete mass mailing service on a charge-back basis, including addressing, labelling, folding and inserting mail (965-6902); a Records Centre in Mississauga providing secure storage for inactive records with recall services on request (279-5493); Vehicle Repair & Trucking Service at Mimico which on a charge-back basis provides maintenance and repair services for government vehicles, and a province-wide trucking service (252-3348).

**MAIN STREET REVITALIZATION PROGRAM**

Main Street Revitalization Program, see Housing Main Street Revitalization Program.

**MAINTENANCE**

Maintenance services for Government-owned and leased buildings, see Govt Serv Property Management Br. Maintenance services for roads and highways, see Tr & Comm Maintenance Operations Br.

**MANAGEMENT BOARD OF CABINET**

416-965-1772

MANAGEMENT BOARD OF CABINET is the Committee of Cabinet comprising a Chairman, a Vice-Chairman and five other members of the Executive Council designated by the Lieutenant-Governor in Council, responsible for coordinating the financial and administrative operations of the government. It officially represents the Government of Ontario as the employer of its public servants. The Management Board Secretariat provides the staff assistance required by the Management Board. For information on functions of offices under the Management Board Secretariat, see entries under Management Board Sec Division or Branch Name.

**MANAGEMENT BOARD SEC ADMINISTRATIVE POLICY**

416-965-3503

MANAGEMENT BOARD SECRETARIAT, ADMINISTRATIVE POLICY BRANCH is responsible for the development of administrative policies within the Ontario Government for Management Board approval, with the aim of improving the use of resources and the management process in government. Also monitors and evaluates existing policies and provides advice to Management Board on exemptions from and revisions to existing policies. Determines policy for the Visual Identity Program which establishes graphic design standards to bring consistency into the visual communication practices of ministries, agencies, boards and commissions. Each ministry Administrative Services Branch has a visual identity coordinator to implement the program. The Branch is also responsible for the publication and maintenance of the Visual Identity Manual and the Manual of Administration (Volume I).

**MANAGEMENT BOARD SEC MANAGEMENT TECHNOLOGY BR**

416-965-3681

MANAGEMENT BOARD SECRETARIAT, MANAGEMENT TECHNOLOGY BR develops and monitors specific management policies and techniques which will improve management practices within the Ontario Government in the areas of Systems Development, Management Consulting, Data Processing, Communications Services and Records Management. These policies may be found in Volume I of the Manual of Administration. The Branch is also responsible for the maintenance of the Ontario Government Suppliers' Lists for Management Consulting, Systems Development, and Data Processing Services. Inquiries regarding the purpose and use of these lists as well as registration procedures should be directed to the Suppliers Lists' Coordinator of the Branch.

**MANAGEMENT BOARD SEC OPERATIONAL REVIEW BR**

416-965-6356

MANAGEMENT BOARD SECRETARIAT, OPERATIONAL REVIEW BR carries out independent, objective, general management-oriented operational reviews in the ministries and agencies of the government to assist Management Board in fulfilling its responsibilities for ensuring that managers are operating efficiently, economically and effectively.

**MANAGEMENT BOARD SEC ORGANIZATION POLICY BR**

416-965-2007

MANAGEMENT BOARD SECRETARIAT, ORGANIZATION POLICY BR promotes effective government organization, develops and applies policies to ensure organization consistency and control. Advises Management Board and ministries on changes to existing organizations and establishing new ones. Also advises ministries on number and nomenclature of executive positions, organizational implications of new policies and programs and use of consultants for significant organizational studies. Provides advice to the Board on the role, responsibilities and reporting relationship of agencies in the Ontario Government.

**MANAGEMENT BOARD SEC PROGRAMS & ESTIMATES DIV**

416-965-6337

MANAGEMENT BOARD SECRETARIAT, PROGRAMS & ESTIMATES DIV makes recommendations to Management Board on resource requirements of ministry programs, implementation of results-oriented work programs and on general expenditure control. Also provides advice on financial, administrative and program implications of policy proposals and coordinates the preparation of Expenditure Estimates. These functions are carried out by four branches in this division, focusing on groups of ministries under a policy field: Education & Social Services (965-4411), Justice & General Government (965-5591), Resources Development (965-5193) and Expenditure Policy and Divisional Services (965-1715), which coordinates general expenditure policy services of this division.

**MANPOWER**

Manpower, see also Employment. The federal government operates Canada Employment Centres which offer job counselling, training, placement and related services.

416-965-6149

AG & FOOD, AGRICULTURAL MANPOWER SERVICES assists Ontario farmers with their **manpower** needs by providing information and advice on farm labour supply, employment standards legislation, personnel management, job creation programs and training programs for farm workers. Assistance is also given to students involved in exchanges between farms in Ontario and foreign countries. This office is a member of the Ontario Federal-Provincial Agricultural **Manpower** Committee.

416-965-7095

CIV SERV, STAFF DEV BR, PLANNING & NEW PROGRAMS Section advises the ministries, Civil Service Commission and Management Board on **manpower** planning, performance appraisal, staff development policy and quality of working life initiatives. See also Civ Serv Staff Dev Br Career Counselling and Civ Serv Staff Development Br Staff Development for other functions of this branch.

416-965-4211

COLL UNIV, INDUSTRIAL TRAINING BR is responsible for the delivery of the ministry's Industrial training (**manpower** training ) programs. The branch is involved in training and retraining men and women for employment in industry through several programs: apprenticeship including on-the-job-training, full and part-time training of adults already in the labour force, short-term training-in-industry programs and trade certification. Contact local Industrial Training Office listed in the Appendix. For information on regulated trades see Coll Univ Industrial Training Br Trades. The Branch administers the Ontario Career Action Program (OCAP), designed to assist unemployed youth (between 16 and 24 yrs.) in finding gainful employment. Application forms available at local Canada Employment Centre. OCAP Administration Office in Queen's Park is at 965-0668.

416-965-6407

COLL UNIV, INFORMATION RESOURCES BR. Information Services Section performs duties described in first entry under Information Service, particularly as they relate to the Ontario Student Assistance Program (student awards), apprenticeship (**manpower** training), and post-secondary educational institutions such as universities, Ryerson Polytechnical Institute, Ontario College of Art, Colleges of Applied Arts and Technology, and registered private vocational schools. The Library Services Section (965-1451) runs a specialized library and provides reference services. The Data Systems Section maintains statistics on enrolment of students in post-secondary educational institutions throughout the province and provides statistical data support for the ministry's planning, policy-making and administrative activities. The Review and Development Section provides the ministry with consulting services related to design, development and implementation of research projects.

416-965-5021

HEALTH, MANPOWER PLANNING Section under the Policy Development and Research Branch assembles and provides information on supply and requirements for health **manpower** (physicians, nursing & allied health professionals, etc.) and prepares policy studies for Ministry review. Advises Canada Employment & Immigration Commission on requests for immigration approvals for physicians. As of July 1, 1978, administers clinical education budgets for support of medical and allied health interns, residents and teachers in health science centres and hospitals funded by the Ministry. The section serves the Ministries of Health, Education, and the Ontario Council of Health.

416-965-5331

IND & TOUR, SELECTIVE PLACEMENT SECTION under the Small Business Operations Division provides professional and skilled **manpower** counselling to Ontario business and in cooperation with Canada Employment & Immigration, overseas recruitment assistance to Ontario employers. Contact Queen's Park or regional offices listed in the Appendix (in Metro Toronto, 491-7680).

416-965-9017

LABOUR, ONTARIO MANPOWER COMMITTEE SECRETARIAT is a coordination agency that supports the Ontario Manpower Coordinating Committee (OMCC). The OMCC is chaired by the Minister of Labour and comprises Deputy Ministers and Deputy Provincial Secretaries of the ministries and policy fields having **manpower** responsibilities. The OMCC was established to develop and articulate Ontario position on **manpower** issues, to improve interministerial cooperation and information flow and to ensure that Ontario's interests, rather than those of one ministry alone, are reflected in dealings with the federal government. The Secretariat is responsible for over-all coordination functions such as definition and analysis of **manpower** issues and policies, exchange of information on the labour market, representation of Ontario at interprovincial and federal-provincial meetings, development of **manpower** programs or activities that have not yet been assigned to a particular ministry.

416-965-6101

LABOUR, RESEARCH BR provides information on wages, labour relations, occupational health and safety, collective bargaining, working conditions, quality of working life, human rights, employment and unemployment trends, labour market conditions and **manpower**, occupational data on women in the Ontario Public Service and on women in management. Provides internal policy analysis. Collects, analyzes and maintains a library on Ontario Collective Bargaining Agreements (965-6886). Maintains a library containing other labour related material (965-1641).

416-965-2999

TREAS ECON, ECONOMIC POLICY BR conducts research and develops economic policy strategies in the areas of industry development, anti-inflation, energy, international trade, competition, and **manpower** policy and short and medium-term industrial and economic forecasts.

## MANUAL OF ADMINISTRATION

416-965-1463

CIV SERV, ADMIN SERVICES BR provides and coordinates administrative services to the Civil Service Commission and also provides specified coordinated services on behalf of the Commission to the ministries. Program Analysis Section (965-5404) provides budgetary services through advice, audit, analysis and control. Personnel Data Systems Section (965-1401) provides technical advice & operational support on systems applications connected with service-wide personnel records. **Manual of Administration** Section (965-4768) edits, publishes and distributes manuals on policies of the Commission to administrative services branches of all ministries. Library (965-7096) maintains a reference source on personnel administration and management literature. Other sections in this branch are described under Civ Serv, Admin Services Br, Section Name.

416-965-3503

MANAGEMENT BOARD SECRETARIAT, ADMINISTRATIVE POLICY BRANCH is responsible for the development of administrative policies within the Ontario Government for Management Board approval, with the aim of improving the use of resources and the management process in government. Also monitors and evaluates existing policies and provides advice to Management Board on exemptions from and revisions to existing policies. Determines policy for the Visual Identity Program which establishes graphic design standards to bring consistency into the visual communication practices of ministries, agencies, boards and commissions. Each ministry Administrative Services Branch has a visual identity coordinator to implement the program. The Branch is also responsible for the publication and maintenance of the Visual Identity Manual and the **Manual of Administration** (Volume I).

## MANUFACTURING

416-965-5375

COLL UNIV, PROGRAM RESOURCES BR develops training standards and outlines, coordinates curricula, evaluates colleges (institutional training) and industrial training programs, and manages program approval procedure for all community colleges and industrial training in Ontario. Under the Employer-Sponsored Training (EST) Program (965-3665) provides consultative service and financial assistance (grants) to employers in the **manufacturing** industry to develop industrial training programs which meet specific skilled labour shortages. Funds are provided to Community Industrial Training Committees (CITC's) who plan and develop EST projects.

416-965-5494

IND & TOUR, CONSULTATIVE SERVICES BR, COUNSELLING provides counselling services to those starting a small business, to inventors and entrepreneurs who wish to commercialize their ideas, and to businesses that need technical assistance in metric conversion. Counselling to inventors includes information on what a patent is, how a patent-search can be conducted at the lowest cost, how to determine product marketability. Advises companies individually on marketing and exports, financial problems and business planning, and assists small companies that do not have traffic managers to determine the most

economical method of packing and shipping products to consumers. Encourages production improvement and cost reduction through industrial engineering counselling assistance and through an energy management counselling program. For business counselling contact Queen's Park: 965-0410 (**manufacturing** programs), 965-5494 (marketing and financial programs) or regional offices listed in the Appendix (in Metro Toronto, 491-7680). See also Ind & Tour Consultative Services Br Grants.

416-965-5494

IND & TOUR, CONSULTATIVE SERVICES BR, GRANTS provides financial assistance to small business for projects which use new technology to develop new or improved products or processes through the Ontario Program for the Advancement of Industrial Technology (OPAIT). Stimulates greater awareness of industrial design and improved product design in small secondary **manufacturing** industries through the Product Design & Development Program (PDDP). Aids inventors or entrepreneurs to develop a prototype and to determine feasibility of **manufacturing** the product through the Program to Encourage Product & Process Innovation (PEPPI). Contact Queen's Park: 965-0410 (**manufacturing** programs), 965-5494 (marketing and financial programs) or regional offices listed in the Appendix (in Metro Toronto 491-7680). See also Ind & Tour Consultative Services Br Counselling.

416-965-4622

IND & TOUR, DEVELOPMENT CORPORATIONS. The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern Ontario Development Corporation (NODC) assist in and encourage the development and diversification of Ontario industry by providing: financial assistance through incentive and term loans and bank guarantees; sites, facilities and services in two industrial parks; technical, business and financial information and advice. Tourism operations, secondary **manufacturing** industries and service industries allied to **manufacturing** may avail themselves of this service. Loans are available for establishing new operations such as tourist facilities, expanding present operations, introducing new products and technology, financing exports, purchasing and installing pollution control and energy conservation equipment. Contact corporation regional offices listed in the Appendix.

416-965-7119

IND & TOUR, INDUSTRY & TRADE ANALYSIS BR Economic Analysis Section (965-5354) analyzes major industrial development issues to develop recommendations that will enhance the Ontario business environment. Market Research Section (965-4347) collects and analyzes international and domestic market data to assist expansion and diversification of Ontario **manufacturing** industry. Provides statistics and market data to industrial development and marketing officers and to the business community. Provides name of manufacturers of unusual or hard to find products. Publishes 'Ontario in Statistics' and 'Ontario Exports by Countries and Commodities'. A booklet on the exports business (Exporting Made Easier) is also available on request (965-8644).

IND & TOUR, INDUSTRY & TRADE DEVELOPMENT, responsible for the ministry's international operations, is decentralized into three areas: NORTH AMERICA BR (965-1015), EUROPE BR (965-5715), SPECIAL AREAS BR (965-5288). Assists business and the **manufacturing** industry in developing trade leads and sales outlets. Investigates marketing problems; screens potential licensees or joint ventures partners; assists in capital projects abroad. Organizes trade, technology and business opportunity missions, international trade fairs. Counsels foreign companies seeking **manufacturing** investment opportunities in Ontario. North America Br has offices in New York, Chicago, Los Angeles. Europe Br covers all European countries with offices in Brussels, Frankfurt, London, Milan, Paris & Stockholm.

Special Areas Br deals with remaining areas and has offices in Tokyo. This branch also assists architects, engineers, heavy equipment manufacturers in obtaining international capital projects.

416-965-7196

IND & TOUR, INDUSTRY BR, Industrial Development Section assists in the development of industrial technology by: evaluating new materials, products and processes through contact with **manufacturing** industry, associations and research institutions; providing a consultative service on technology to industry on a sector basis; introducing new technology to businessmen through Product Development and Productivity Seminars in Ontario and Technology Missions abroad; providing information and assistance on energy management and conservation, industrial research, industrial waste utilization and pollution control methods. Also provides assistance and information to encourage the film industry in Ontario. The Section assists in the review and preparation of applications for loans and grants, available from the Federal or Provincial Governments. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Product-Manufacturing Development, and Ind & Tour Industry Br Industrial Services.

416-965-5491

IND & TOUR, INDUSTRY BR, Product-Manufacturing Development Section assists the **manufacturing** industry to expand and diversify production by identifying opportunities through licensing arrangements, joint ventures, mergers and acquisitions, contracts and inventions, Product Prospecting Missions, Manufacturing Opportunity Days (MOD), Shows and Bulletins. A cooperative federal-provincial program between this ministry and the Department of Industry, Industry, Trade & Commerce has been developed to provide Ontario industries and the Ontario government with information on **manufacturing** industry statistics from a computerized data base. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Industrial Dev and Ind & Tour Industry Br Industrial Services.

## MANUSCRIPTS

Manuscripts (historical), see Cult & Rec Archives of Ontario.

## MAPLE SYRUP

Maple syrup, grading of, see Ag & Food Farm Products Quality Br Fruit & Vegetables Section. Maple syrup production field days, see Nat Res Forest Resources Br.

## MAPS

Topographical and geographical map information and distribution, see Nat Res Administrative Services Br listed below. Ontario road map distribution, see TR & Comm Supply & Services Br or Ind & Tour Tourism Marketing Br Ontario Travel Information listed below.

416-965-4030

CULT & REC, ARCHIVES OF ONTARIO acquires significant unpublished documents to preserve Ontario's historical heritage and to retain information of long-term operational value to government ministries. Obtains from Ontario government agencies through statutory control, important non-current records, and from other sources through donation or purchase, any important historical manuscripts, **maps**, pictures, photographs, early newspapers. Maintains a conservation laboratory for document restoration of archives' holdings. Operates a library (965-4039) and public reading room for those doing historical, administrative, legal or other research. Welcomes information on the location of historical material. Also advises and assists ministries and agencies on economic and efficient records manage-

ment, forms control, microrecording, correspondence, reports. Coordinates Records Management training courses (965-2187).

416-965-4008

IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION accepts collect calls (965-3448 for calls in French). Provides Ontario travel counselling to the public. Supplies information and publication on tourist attractions, accommodations, campgrounds & parks (incl. trails, canoe routes), events, festivals, exhibitions & tours, facilities for hunting, summer & ice fishing, boating, skiing & other winter activities. Distributes road and tourist **maps**. Reports on up-to-date ski & winter road conditions, fall colour & campgrounds vacancy. Operates nine travel information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald Block). Eleven travel information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

416-965-5134

NAT RES, ADMINISTRATIVE SERVICES BR, besides the usual administrative services functions, operates a public service centre which serves the public through these units: Aerial Photo Unit (965-1123) which provides aerial photographs; Map Unit (965-6511) which provides topographical and geographical **maps** including canoe routes; Mines Publications Unit (965-1348) which provides publications on mining; and Hunting and Fishing Licences Sales (965-6512). Hunting and fishing licences are also available from ministry regional or district offices (listed in the Appendix) and some sporting goods stores. For a description of administrative service functions, see first entry under Administrative Services. The branch also provides information on frog, turtle & snake identification (965-5134).

416-965-7883

NAT RES, FISHERIES BR provides information on fishing conditions and regulations, open seasons, limits, licences, fish farming regulations, fish identification and conservation, hatcheries and sanctuaries, lamprey identification, mercury levels, freeze-up and break-up. Commercial Fish Section (965-3345) coordinates, regulates and issues licences for all commercial fishing in Ontario. The branch conducts biological and environmental research and provides information on scientific fish management at Maple (832-2761) and through research stations located at Glenora, Sault Ste Marie, Thunder Bay, Wheatley; Harkness Laboratory in Algonquin Park and South Baymouth Laboratory at Tehkummah. Can also supply information on the physical and chemical characteristics and improvement of lakes, rivers and streams as well as depth charts, shorelines, water access and fishing **maps**. Provides liaison with the Federal government on boating restriction regulations and Small Craft Harbours and answers related inquiries (965-7887). For local information and guidance contact district offices listed in the Appendix.

416-965-6225

NAT RES, SURVEYS & MAPPING BR provides topographical and cadastral descriptions of the land base. Branch Director is Surveyor General (965-6225). Cartography Section (965-4743) produces planimetric, geological and other thematic **maps** illustrating ministry field surveys. Drafting Services Section (965-7108) provides drafting, mapping and graphics support to the ministry. **Maps** are distributed by the Map Unit, Administrative Services Br (965-6511). Geographical Referencing Section (965-4538) carries out technical studies in automated cartography and associated digital information systems. Operates and maintains provincial control survey data bank, sets standards for control surveys and establishes base lines for instrument calibration. Cadastral Surveys Section (965-2714) installs

and maintains control surveys. Has data from ministry and private surveyors on resurveys of township boundaries and Crown land surveys prior to their disposition under statute. See also other sections of this branch described individually.

416-965-4941

**NAT RES, SURVEYS & MAPPING BR MAPPING SERVICES** provides information and liaison on mapping programs and services. Develops mapping standards and programs. Coordinates the establishment of priorities. Handles contracts with industry for mapping products (e.g. **maps**) Ontario Basic Mapping Section operates the Ontario Basic Mapping and the Regional Priority Mapping programs of topographic mapping designed to map Ontario within thirteen years and to provide a common base for geographically referenced information. **Maps** are distributed by the Map Unit, Administrative Services Br (965-6511). See also other sections of this branch described individually.

416-965-6515

**NAT RES, SURVEYS & MAPPING BR NOMENCLATURE SECTION.** The Ontario Geographic Names Board maintains geographical nomenclature of provincial and federal **maps**, charts, etc. Controls and regulates official names and naming of geographical features, unincorporated populated places and municipalities. See also other sections of this branch described individually.

416-248-3178

**TR & COMM, SUPPLY & SERVICES BR** provides the ministry with various services. Purchasing & Supply Office (248-3361) purchases government vehicles, construction, maintenance & operating supplies & equipment. Prepares manuals, publications, **maps**, e.g., Ontario road maps (248-3476) & photographs for ministry and public distribution; performs records management & has a reference library (248-3591). General Services Office (248-3853) runs a garage and instrument repair service; controls movable assets. Disposal Section (248-3725) holds auctions of government vehicles. Tenders Section (248-3651) advertises and supplies information on construction & supply contracts; conducts openings of tenders. Special Services Office (248-3364) provides administrative services including accommodation design; establishes sites for and inspects freeway service centres; provides Ministry telecommunication & remote airport directional systems. Graphic Services Office (248-3557) provides art, display, reproduction facilities.

416-248-3248

**TR & COMM, SURVEYS AND PLANS OFFICE,** Highway Engineering Div provides the ministry with: aerial and ground surveys relative to remote sensing, computer graphics, photogrammetric plans, cartographic **maps**, legal survey plans and documents. **Maps** are available to the public through ministry's Supply & Services Branch Map Unit (248-3476). Contact Operations regional or district offices listed in the Appendix.

416-965-2773

**TREAS ECON, CARTOGRAPHY & DRAFTING SERVICES** provides cartography and drafting services (**maps**, graphs, charts) and graphic arts services (cover designs, brochures, signs, projectuals) to the Ministry of Treasury & Economics, the Ministry of Intergovernmental Affairs, the Ministry of Energy, the Ontario Economic Council and the Ontario Energy Board.

## MARGARINE

Margarine, see Ag & Food Farm Products Quality Br Milk Industry Section.

**MARINAS**

Marinas, see also Tourist Facilities.

416-965-6967

ENV, POLLUTION CONTROL BR MUNICIPAL AND PRIVATE Section deals with municipal and private sewage and municipal water supply. Provides liaison with federal agencies including coordination of federal grants to municipalities for sewage and water works. Deals with regulations and standards for pollution control relating to septic tanks, boating (pleasure craft), **marinas**, ice huts and municipal sewage treatment plants. Specific activities include phosphorous removal at all municipal sewage treatment plants (to safeguard Great Lakes water quality), urban drainage management and sewage sludge use on farm land. Also is involved with policies dealing with the provision of safe drinking water. Contact regional or district offices listed in the Appendix. Inspection and approval of septic tanks is done by county or regional health units under agreement with the Crown (except in areas where no agreement is in effect, e.g., Muskoka, Parry Sound, North Bay & Ottawa-Carleton where this service is done by Ministry's regional or district offices).

416-965-4255

IND & TOUR, TOURISM DEVELOPMENT BR contributes to sound growth of tourism with programs designed to help existing & potential tourist facilities operators & investors through three functions: Industry Improvement, Planning & Project Development. Industry Improvement provides technical & business counselling to investors & entrepreneurs; provides info on funding by the Ontario Development Corporations; prepares planning & management manuals (e.g., operation of ski & other resorts, camps, **marinas**) Planning involves preparation & publicity of studies to identify potential investment & development opportunities of interest to the private sector. Project Development (965-7846) establishes feasibility of tourism projects of regional or provincial significance which may require some government assistance to ensure private development.

**MARKET RESEARCH**

Market Research, see Ind & Tour Industry & Trade Analysis Br

**MARKETING**

Marketing, see subject or area involved, e.g. Industry, Tourism, Farm Products.

**MARRIAGES**

Marriages, see also Att Gen Family Law Reform Act 1978. For marriage licences contact local municipal clerk's office.

416-965-7523

ATT GEN, PROVINCIAL COURTS CRIMINAL DIV, METRO Toronto deal with all criminal charges under the federal and provincial statutes and by-laws of the Municipality of Metropolitan Toronto and its boroughs (e.g. traffic violations). Parking tags issued by the Metro Police are payable at the Court offices (965-7534 if paid in person; 965-7515 if paid by mail). Summons Issuance (965-2177) issues summonses for minor criminal and liquor law violations. For inquiries re: payment of fines following conviction and driver's licence suspension for non-payment of fines, call 965-7537. For bail procedures to release a person from custody contact Justice of the Peace of the court's branches or the Bail Office (965-7522). Civil **marriages** are performed Monday to Friday, appointments to be made in person and in advance (965-7227). Contact Central Court at 60 Queen St. W. (965-7523) or area courts: Metro North (663-5440), Metro East (757-3686), Metro West (252-7891). There are

four Traffic Tribunals: North York (226-5440), York (248-3705), Metro East (757-3686) and Metro West (252-7891).

416-965-1687

**CCR, OFFICE OF THE REGISTRAR GENERAL** registers and records Ontario births, deaths, **marriages** and still-births. It also keeps adoption, divorces and name changes records. Statistics relating to births, deaths, **marriages**, divorce and still-births are compiled annually. Plastic, paper and certified photocopies of birth, death and marriage certificates are provided to those entitled on application and payment of \$3.00 each. For correction of errors in registrations, contact Amendments Section, 965-2260. Under the Marriage Act certificates of registration are issued to people authorized to perform **marriages** in Ontario. Contact Marriage Office, 965-2026. Contact Office of the Registrar General or local municipal office for advice on registration of births or deaths.

## MATERNITY LEAVE

416-965-5251

**LABOUR, EMPLOYMENT STANDARDS BR** sets and enforces standards of wages and working conditions in Ontario, including minimum wage, overtime pay, vacation pay, hours of work, public holidays, **maternity leave**, equal pay for equal work, termination of employment and equal benefits. May also collect unpaid wages on behalf of employees. Provides means for employees and employers to jointly petition Government for a schedule of wages and working conditions for their particular industry or trade. Also regulates and issues licences to employment agencies (965-0631). Provides for setting of wages rates and working conditions for construction industry and maintenance workers employed on government contracts. Employment Adjustment Services (965-3303) provides consulting services to employers and employees on termination of employment legislation and on adjustment programs available in situations of mass terminations of employment. Contact regional offices listed in the Appendix.

## MATTRESS

Mattress, see Upholstered and Stuffed Articles

## MAUSOLEUM

Mausoleum, see Cemeteries

## MCLAUGHLIN PLANETARIUM

416-978-3690

**CULT & REC, ROYAL ONTARIO MUSEUM**, incorporating the Canadiana collections (978-6738) at 14 Queen's Park Crescent West and the **McLaughlin Planetarium** (978-8558), is the largest of Canada's public museums and a major research institution with excellent collections in 20 departments. These include the arts, archaeology (e.g. Chinese, Egyptian) and the sciences (e.g. Mammalogy, Mineralogy, Entomology, Ornithology, Vertebrate Palaeontology). The departments identify objects related to their fields such as birds, insects, works of art, artifacts, etc. for information only, not for financial ends (write or call for appointment). The ROM offers tours, a Discovery Room (inviting public participation when viewing exhibits), travelling exhibitions, museumobiles, a Speakers Bureau, lectures and art instruction, showings of films, clubs for senior citizens and children. The ROM is at 100 Queen's Park Cres., Toronto.

## MCMICHAEL CANADIAN COLLECTION

416-893-1121

CULT & REC, McMICHAEL CANADIAN COLLECTION, an art gallery in a beautiful setting in Kleinburg has an extensive collection of the works of Canadian artists including Tom Thompson, Emily Carr, David Milne, Clarence Gagnon, J. W. Morrice and the Group Of Seven. Original Group of Seven members were A. Y. Jackson, Lawren Harris, J. E. H. MacDonald, Franklin Carmichael, Arthur Lismer, Frederick H. Varley, Frank H. Johnston. A. J. Casson, Edwin Holgate and LeMoine FitzGerald joined later. Also included are works of art by native peoples. The collection is open every afternoon except Monday. All mornings and all day Monday are reserved for school tours by appointment.

## MEAT INSPECTION

416-965-5841

AG & FOOD, VETERINARY SERV BR, MEAT INSPECTION SECTION issues licences to and inspects slaughtering plants not already registered by Agriculture Canada under the **Meat Inspection Act** (Canada), and those engaged solely in slaughtering animals exempted by regulations under the Act.

## MECHANICAL FITNESS

Mechanical Fitness of Vehicles, see Safety Standard Certificates.

## MECHANICS

Mechanics (certification), see Coll Univ Industrial Training Br Trades.

## MEDAL

MEDAL, see Ontario Medal

## MEDIA STUDIO

416-965-6415

GOVT SERV, LEGISLATIVE SERVICES BR provides housekeeping, maintenance, steward and messenger services and support services to the Lieutenant Governor, Office of the Premier, Office of the Speaker and each Member of Provincial Parliament (MPP) in the Legislative Building. The **Media Studio** and its physical facilities (965-1164) are for the use of MPP's.

## MEDIATION

416-965-4108

LABOUR, CONCILIATION & MEDIATION SERVICES BR goals are to foster harmonious labour relations and to minimize disruption in the economy arising from strikes and lockouts. Provides conciliation officers who help labour and employers to arrive at a settlement of disputes. Provides **mediation** officers after the conciliation process if necessary. Also undertakes preventive **mediation** services during the term of an agreement. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

## MEDICAL ASSOCIATIONS

Medical Associations, see CCR Financial Institutions.

## MEDICAL INSURANCE

Medical Insurance, see Ontario Health Insurance Plan.

## MEMBER OF PROVINCIAL PARLIAMENT

416-965-2337

GOVERNMENT CAUCUS OFFICE. In the June 9, 1977 provincial election, the Progressive Conservative Party (PC) was returned to Government. Each **Member of Provincial Parliament** belonging to the Progressive Conservative Party belongs to the Government Caucus. The Caucus deliberates policies and programs which will become part of legislation to be introduced in the Legislature. Specific Committees are responsible for certain areas. The Caucus Office has a Chief Whip who looks after attendance in full Caucus, Committee meetings and in the Legislature, and keeps all members informed as to what votes are expected in the Legislature. Each **Member of Provincial Parliament** has a Constituency Office to serve the needs of the people whom he or she represents (see list in the Appendix).

416-965-6415

GOVT SERV, LEGISLATIVE SERVICES BR provides housekeeping, maintenance, steward and messenger services and support services to the Lieutenant Governor, Office of the Premier, Office of the Speaker and each **Member of Provincial Parliament** (MPP) in the Legislative Building. The Media Studio and its physical facilities (965-1164) are for the use of MPP's.

416-965-9489

LEGISLATIVE ASSEMBLY, ADMINISTRATIVE Office provides financial, personnel and associated administrative services for each **Member of Provincial Parliament** (MPP) and his or her staff, MPP's constituency offices (see list in the Appendix) and the various offices under the Office of the Legislative Assembly. Information and Tours Services (965-4028) conducts tours of the Legislative Building for school groups, associations and individuals. Art tours of the Macdonald Block are booked upon request. Provides information service to visitors on Ontario Travel and the Parliament Buildings and direction to various government offices. Bilingual guides are available. Food and Beverage Services (965-4340) includes Stewards Services (965-7651) which administers the Press Gallery Lounge and the Members Lounge, and the Member's Dining Room (965-2011) which offers MPPs facilities for luncheons, dinners, receptions.

416-965-4545

LEGISLATIVE ASSEMBLY, LEGISLATIVE LIBRARY Research and Information provides reference information service to each **Member of Provincial Parliament** (MPP) and staff, officers of the Legislative Assembly, research officers for the three parties, and members of the Legislative Press Gallery. Also provides a research service exclusively for MPPs. The Legislative Library's collection is particularly strong in the social sciences and legal materials. It has a large collection of Canadian, Ontario and United States government publications as well as all the major Ontario daily and weekly newspapers. It also administers the Press Clipping Service (965-2088) which provides MPPs with press clippings from selected Ontario newspapers.

416-965-6831

LEGISLATIVE ASSEMBLY, ONTARIO ELECTION OFFICE conducts any provincial election under the Ontario Election Act. Coordinates appointment, training and payment of election officials and coordinates arrangements for rentals, equipment and supplies for polling places at an election. Directs and supervises local Returning Officers in each of 125 electoral districts. Provides and publishes historical information relating to provincial elections, legislatures, cabinets and political candidates. Maintains an Index of Provincial Electoral Districts by street name and number to assist persons who wish to know their

electoral district and the name, telephone number and contact address of their **Member of Provincial Parliament (MPP)**.

416-965-1676

**LIBERAL PARTY CAUCUS OFFICE.** Each **Member of Provincial Parliament (MPP)** belonging to the Liberal Party belongs to the Liberal Party Caucus. In the June 9, 1977 provincial election, the Liberal Party became the Official Opposition in the Ontario Government. The Caucus Office responds to inquiries and requests for assistance from the public and from other governmental jurisdictions. Reviews input from the public on matters of provincial jurisdiction. Each Member of Provincial Parliament has a Constituency Office to serve the needs of the people whom he or she represents (see list in the Appendix).

416-965-6494

**NEW DEMOCRATIC PARTY CAUCUS OFFICE.** Each **Member of Provincial Parliament (MPP)** belonging to the New Democratic Party (NDP) belongs to the NDP Caucus. The Caucus Office answers and deals with inquiries from the public and from other governmental jurisdictions about caucus policies and activities, etc. For general information, phone 965-6494. To contact NDP Research Office, phone 965-5392. Each member of the Provincial Parliament has a Constituency Office to serve the needs of the people whom he or she represents (see list in the Appendix).

## MENTAL HEALTH

For funding of children's mental health centres, see Comm Soc Children's Serv Div Mental Health Services listed below. For funding of community-based mental health programs for adults, see Health Program Advisory Br listed below.

**COMM SOC, CHILDREN'S SERV DIV, MENTAL HEALTH SERVICES,** under the Children's **Mental Health** Centres Act, authorizes the establishment, funding, issuing of licences, and setting of standards of Children's **Mental Health** Centres serving emotionally disturbed children and youth. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-965-5339

**COMM SOC, CHILDREN'S SERV DIV, PROGRAM POLICY BR** analyzes the broad policy issues affecting the Division's services. Defines and delineates policy; develops program priorities; develops and evaluates demonstration projects; coordinates major research projects and provides research grants for children's **mental health** projects. A formal link with the Strategic Policy Office under the Deputy Minister and Adult Services Div, Program Policy Br ensures participation by the Division in the review process for all research and program proposals concerning children. Under the ministry's decentralization program the branch is involved with the planning and development of local Children's Services Committees which will gradually assume authority for local children's services.

416-920-7721

**HEALTH, ONTARIO MENTAL HEALTH FOUNDATION** provides grants for **mental health** research. The Ontario Mental Health Foundation supports specific projects, also predoctoral and postdoctoral students and postgraduate independent research.

416-965-8045

**HEALTH, PROGRAM ADVISORY BR** consultants who are experienced in their own fields of personal health care provide the ministry with expertise and advice on the entire health care delivery system and increasingly in health care planning. New objectives are to seek lower cost alternatives to present aspects of the system. Consultants represent general and

specialty physicians, veterinary medicine, physiotherapy, occupational therapy, speech pathology & audiology, nursing, social work, special projects. They serve on Branch Committees and Planning Teams and on various Task Forces to help formulate Ministry policy. The Branch manages these programs: Adult Community **Mental Health**, Alcohol & Drug Abuse, Long Term Care, Emergency Health Services, Rehabilitation, the Underserved Area Program (965-1170) (bursaries for physicians to practise in rural and isolated communities), Health Service Organizations (HSO) and Alternate Payments. See also other programs listed under Health Program Advisory Br, Program Name.

## MENTAL RETARDATION

Mental Retardation, see Retarded.

## MENTALLY ILL

416-535-8501

ATT GEN, METRO TORONTO FORENSIC SERVICE (METFORS) performs psychiatric assessments of persons who have been arrested due to criminal offences and are suspected of being **mentally ill**. Examinations are ordered by the Court and conducted prior to bail. Also assesses and treats those persons who have demonstrated signs of mental illness while in jail awaiting trial. METFORS is funded by the Ministry of the Attorney General, staffed by professionals in the field and run by a board of representatives from the Clarke Institute and the Ministries of the Attorney General, Health and Correctional Services. Located at 999 Queen St. W. it serves only courts within Metro Toronto.

## MENTALLY INCOMPETENT

Mentally Incompetent, see also Mental Health.

416-965-7351

ATT GEN, COUNTY AND DISTRICT COURTS have jurisdiction in both civil and criminal cases. Jurisdiction in civil cases is determined by nature of action and by amount claimed; in general the limit is \$7,500. Statutes under which the courts handle proceedings include: Landlord and Tenant, Change of Name (applications for name changes), Unconscionable Transactions Relief Act (excessive cost of loans) and Mental Incompetency (rights of the **mentally incompetent**) Persons rarely appear without legal counsel and in many cases either party may require trial by judge and jury. Criminal jurisdiction involves handling of trials, with or without jury, of all indictable offences with the exception of murder, piracy on the high seas and sedition. For inquiries in the Judicial District of York, contact County Court Clerk, 965-7351. Elsewhere, contact appropriate county or district court.

416-965-1865

ATT GEN, OFFICIAL GUARDIAN represents the civil rights of persons under a legal disability usually children under 18 years of age or the **mentally incompetent**, as well as unborn and absentee persons. The Official Guardian also makes recommendations to the Court regarding the care, custody and maintenance of children in divorce cases, and provides legal representation for children in protection and custody cases.

416-362-1331

ATT GEN, PUBLIC TRUSTEE manages estates of **mentally incompetent** persons (mainly those in psychiatric hospitals and facilities for the retarded). May be appointed Administrator of estates of Ontarians who die intestate without adult next-of-kin in Ontario and may manage such an estate as would a private trustee. May also be appointed Executor under a will. The Public Trustee is authorized to accept private trusts, Powers of Attorney, etc. Advises charitable organizations of legacies from wills and reviews operations of charities.

Receives in trust assets of corporations undergoing dissolution. Authorized to receive funds in trust for perpetual care of cemeteries.

## MERCURY LEVELS

416-248-3058

ENV, WATER RESOURCES BR LIMNOLOGY and Toxicity Section does studies on relationships between aquatic organisms and the water environment (e.g. problem weed species, aquatic weed harvesting). Limnology Unit monitors water quality in recreational lakes and assesses and develops lake restoration methods. The Toxicity Section provides data on lethal effects of waste from industry, pesticides and other contaminants or hazardous agents on fish and other aquatic organisms (e.g. **mercury levels**) Contact regional or district offices listed in the Appendix.

416-965-6954

ENV, WATER RESOURCES BR PLANNING and Coordination Section coordinates and maintains water resources policy and guidelines. Plans and coordinates water resources surveys and river basins water management studies. To achieve desirable water quality in the Great Lakes, coordinates Great Lakes survey programs so that pollution abatement and remedial measures are determined. Also answers inquiries on **mercury levels** in fish. Contact regional or district offices listed in the Appendix.

416-965-7883

NAT RES, FISHERIES BR provides information on fishing conditions and regulations, open seasons, limits, licences, fish farming regulations, fish identification and conservation, hatcheries and sanctuaries, lamprey identification, **mercury levels**, freeze-up and break-up. Commercial Fish Section (965-3345) coordinates, regulates and issues licences for all commercial fishing in Ontario. The branch conducts biological and environmental research and provides information on scientific fish management at Maple (832-2761) and through research stations located at Glenora, Sault Ste Marie, Thunder Bay, Wheatley; Harkness Laboratory in Algonquin Park and South Baymouth Laboratory at Tehkummah. Can also supply information on the physical and chemical characteristics and improvement of lakes, rivers and streams as well as depth charts, shorelines, water access and fishing maps. Provides liaison with the Federal government on boating restriction regulations and Small Craft Harbours and answers related inquiries (965-7887). For local information and guidance contact district offices listed in the Appendix.

## METALLURGICAL

Metallurgical, see also Metals

416-965-1328

LABOUR, MINING HEALTH & SAFETY BR is responsible for the administration of the Mining Act and the succeeding legislation for mines, open pits, industrial quarries, **metallurgical** operations, and for sand, clay, shale and gravel pits to reduce hazards to safety and occupational health in the workplace. Periodically inspects these establishments; conducts air samples to ensure a safe working environment. Investigates refusals to work under unsafe conditions. Investigates fatalities and serious accidents. Consults with labour and management to increase their involvement in identifying and solving occupational health and safety hazards. Reviews and provides advice on pre-development plans of mining and **metallurgical** operations to check electrical, mechanical and occupational health and safety hazards before construction. Tests hoist cables and trains mine rescue personnel. Contact Queen's Park or district offices listed in the Appendix. See also Labour Construction Health & Safety Br, Labour Industrial Health & Safety Br.

**METALS**

Metals, see also Metallurgical, Mining, Minerals.

416-824-4120

**AG & FOOD, PROVINCIAL PESTICIDE RESIDUE TESTING LABORATORY** in Guelph provides a chemical analytical service to all provincial ministries for the detection and measurement of pesticides, herbicides, fungicides, related industrial pollutants and heavy **metals** in the following areas: plant and animal tissues, fish and wildlife, soils, water, air and human tissues. Interprets significance of analytical results. Contact laboratory or ministries involved for research papers and reports. Identification of insects may be done by the Department of Environmental Biology, Rm 102, Graham Hall, University of Guelph upon receipt of carefully packed sample.

416-965-3284

**ENV, WASTE MANAGEMENT BR, WASTE SYSTEMS PLANNING** Section. The Waste Management Branch coordinates programs concerned with the disposal of waste on land. Waste Systems Planning Section deals with pollution by industry (such as mining, **metals**, food, petroleum) and municipal and private solid wastes. These include hazardous industrial waste, industrial sludges and pretreatment residues, municipal sewage sludge, derelict motor vehicles, soft drink or beverage containers, and their disposition at waste disposal sites. Coordinates related federal-provincial activities; provides technical support regarding industrial waste treatment and control with respect to water, air and solids. Coordinates project to take inventory and recommend rehabilitation of derelict mining land throughout Ontario. See also Env Waste Management Br Waste Utilization Section. Contact regional or district offices listed in the Appendix for complaints on related pollution.

416-965-1559

**NAT RES, MINERAL RESOURCES BR** develops and administers mineral resources policies. Maintains statistics on mineral economics (965-1016) and determines availability of resources such as **metals**, industrial minerals, nonmetals and petroleum. Issues precious **metals** refinery licences. Administers the Pits & Quarries Control Act (965-3127), Petroleum Resources Act, Section 113 of the Mining Act. Petroleum Resources Section (965-1981) issues licences to lease property for the purpose of producing natural gas or oil or for geochemical and geophysical exploration. Issues permits to drill wells and to operate machinery.

**METFORS**

METFORS, see Att Gen Metro Toronto Forensic Service (Metfors).

**METRIC CONVERSION**

For information on the over-all metric conversion program in Canada and to secure brochures, etc., contact Metric Commission, Industry, Trade & Commerce, 240 Sparks St., 1st Fl E., Ottawa K1A 0H5 (613-593-6800).

416-965-5982

**EDUC, CURRICULUM BR** produces curriculum guidelines, resource material and circulars for use in Ontario from Kindergarten to Grade 13, and annotated lists of Canadian materials for use with above guidelines. Initiates and coordinates curriculum input to the ministry and implements curriculum policies. Administers the Book Purchase Plan which provides copies of newly approved textbooks to schools. Implements **metric conversion** in primary and secondary schools. Administers the ministry's Canadian Learning Materials Fund which enables publishers, media producers, non-profit organizations and individuals to develop new Canadian learning materials. Promotes community use of schools. Supports elementary and secondary school broadcasts and related services through liaison with the Ontario

Educational Communications Authority (OECA). Develops materials for courses about and for native peoples.

416-965-5494

IND & TOUR, CONSULTATIVE SERVICES BR, COUNSELLING provides counselling services to those starting a small business, to inventors and entrepreneurs who wish to commercialize their ideas, and to businesses that need technical assistance in **metric conversion**. Counselling to inventors includes information on what a patent is, how a patent-search can be conducted at the lowest cost, how to determine product marketability. Advises companies individually on marketing and exports, financial problems and business planning, and assists small companies that do not have traffic managers to determine the most economical method of packing and shipping products to consumers. Encourages production improvement and cost reduction through industrial engineering counselling assistance and through an energy management counselling program. For business counselling contact Queen's Park: 965-0410 (manufacturing programs), 965-5494 (marketing and financial programs) or regional offices listed in the Appendix (in Metro Toronto, 491-7680). See also Ind & Tour Consultative Services Br Grants.

416-965-6513

IND & TOUR, METRIC & STANDARDS SECRETARIAT provides information and coordination services to Ontario government ministries and agencies in their **metric conversion** and standards activities. Provides central resource file on all aspects of **metric conversion**. Provides Ontario Government position on **metric conversion** and standards in interprovincial and federal-provincial committees. Provides secretarial resources for interministerial **metric conversion** committees and task forces.

416-965-3514

INTGOV AFF, MUNICIPAL ADMINISTRATION BR develops and promotes effective administrative and management practices by local governments (municipalities). Undertakes research to improve administrative, organizational, and personnel policies and practices in local government; prepares guidelines, standards, and reference material for local governments on administrative structures, processes and procedures. Administers the local government bilingualism program. Offers an advisory service to municipalities on the **metric conversion** program as it relates to local government.

416-248-3355

TR & COMM, ENGINEERING RESEARCH & DEVELOPMENT BR conducts research to improve the physical attributes of highways (pavement, bridges and other highway structures, material and quality assurance, e.g. asphalt and concrete). Coordinates the development of the Ontario Bridges Design Code. Also conducts research to improve techniques for using earth resources in highway building. Performs special studies involving technology resources and value engineering studies to assist in making sound engineering and cost-related management decisions. Publishes research reports. Develops traffic barriers to protect maintenance staff on highways from hazards of impacting vehicles. Develops illumination design systems, guide rails and barriers, monitors lighting on highways and develops means of saving energy in city street lighting. Coordinates the ministry's **metric conversion** program.

## MICROWAVES

Microwaves, see Labour Special Studies & Services Br

## MILK

416-965-5844

AG & FOOD, FARM PRODUCTS APPEAL TRIBUNAL hears appeals against decisions made by boards established under the Farm Products Marketing Act and the **Milk** Act.

416-965-2124

AG & FOOD, FARM PRODUCTS MARKETING BR consists of the Farm Products Marketing Board and the **Milk** Commission of Ontario which administer the Farm products Marketing Act and the **Milk** Act, respectively. The Farm Products Marketing Board and the **Milk** Commission supervise the marketing boards established under the two Acts and are responsible for making recommendations on changes in the regulations. The Farm Products Marketing Act provides for the regulation of 43 commodities under 22 individual plans, each plan administered by a producer marketing board. The **Milk** Commission cooperates with the Ontario Milk Marketing Board, the Cream Producers' Marketing Board and the Ontario Dairy Council in dairy policy planning and development.

416-965-2411

AG & FOOD, FARM PRODUCTS QUALITY BR, MILK INDUSTRY Section undertakes programs to ensure that **milk** marketed in Ontario is produced under acceptable sanitary conditions and meets quality standards. Provides for inspection of all dairy farms and monthly testing of raw **milk**. Issues licences to and arranges for training and inspecting the work of **milk** and cream graders and testers, bulk tank milk graders, buttermakers and cheesemakers. Issues licences and regulates plants manufacturing **milk** products, oleomargarine and edible oils. The laboratory in Guelph analyzes all samples for butterfat, protein and lactose and reports results to the Ontario Milk Marketing Board for determining payment to producers. Conducts regular **milk** utilization audits.

416-965-5971

AG & FOOD, LIVESTOCK BR promotes production of livestock and high quality livestock products through management improvement programs and grants for Ontario producers. Maintains laboratories where **milk** samples are tested for butterfat content and a laboratory where feed samples are analyzed. This branch is responsible for acts affecting livestock producers, e.g., the Hunter Damage Compensation Act, the Artificial Insemination of Livestock Act (issuance of licences to providers of artificial insemination services for livestock), the Beef Cattle Marketing Act (licences of cattle dealers). Other acts provide for: the grading of livestock and poultry and the regulation of stock yards, licences to those who conduct auctions of pure-bred livestock, payment of licence fees to the Ont. Sheep Ass'n on the sales of wool. Livestock specialists are available to give management advice to producers throughout Ontario.

416-965-7661

AG & FOOD, RURAL DEVELOPMENT BR administers federal-provincial programs for farm and rural development including the Agricultural and Rural Development Agreement (ARDA) and General Development Agreement (GDA) subsidiaries. Manages programs which make available to farmers guaranteed bank loans, and the Industrial **Milk** Production Incentive, Labrusca Grape Conversion, Greenhouse Growers Storm Damage Assistance and Ontario Young Farmers Credit programs. Administers the Ontario Junior Farmer Establishment Loan Corporation. Contact Ministry's county or district office listed in the Appendix.

416-965-4236

HEALTH, PROGRAM ADVISORY BR, FOOD CONTROL SERVICES are the responsibility of the Veterinary Public Health Consultants. The branch deals with the safety of food

in production, processing, distribution and service; food-borne illnesses; interpretation of regulations; interpretation of laboratory results. Provides consultation to local public health authorities to test **milk** products. Approves acceptable **milk** containers and issues certificates of approval needed to operate pasteurization plants. Provides information to consumers, the food trade and individuals wishing to conduct a food business. See also other sections in Health Program Advisory Br described separately.

## **MILL RATE**

416-965-1671

TREAS ECON, MUNICIPAL FINANCE BR analyzes and evaluates the financial performance of Ontario's local governments; develops budget options for local sector finance; publishes annual report on Ontario local government finance; maintains a municipal finance data system, a **mill rate** summary, and a register of provincial grants to local sectors. Develops and implements a system of real property taxation in Ontario; studies and proposes amendments to legislation concerning municipal finance; assists in administration of the transitional and special transfer payments made under the Unconditional Grants Act; administers loans programs (965-2451) of the Ontario Municipal Improvement Corporation (OMIC), Ontario Education Capital Aid Corporation (OECAC) and Ontario Universities Capital Aid Corporation (OUCAC).

## **MINERAL**

Mineral, see also Mining.

416-965-1559

NAT RES, MINERAL RESOURCES BR develops and administers **mineral** resources policies. Maintains statistics on **mineral** economics (965-1016) and determines availability of resources such as metals, industrial minerals, nonmetals and petroleum. Issues precious metals refinery licences. Administers the Pits & Quarries Control Act (965-3127), Petroleum Resources Act, Section 113 of the Mining Act. Petroleum Resources Section (965-1981) issues licences to lease property for the purpose of producing natural gas or oil or for geochemical and geophysical exploration. Issues permits to drill wells and to operate machinery.

416-965-0190

NAT RES, ONTARIO GEOLOGICAL SURVEY provides information on the geological and **mineral** resources of Ontario for development of policy on management of non-renewable resources, for land use planning and for exploration and development of Ontario's **mineral** wealth. Activities include geological, geophysical and geochemical surveys, **mineral** deposit studies, geochronology studies, development of new exploration techniques, presentation of classes & lectures on minerals. Analytical laboratory provides identification, chemical analyses and assays of **mineral**, rock and ore samples. The branch administers the Mineral Exploration Assistance Program to encourage approved **mineral** exploration in designated areas, and the geoscience research grants program to aid geoscience research at Ontario universities. Operates the Mining Library (965-1352). Published maps, reports, brochures, unpublished files & analytical services are used by the public, prospectors, mining companies, universities & government agencies. There are Regional Geologists in regional offices & Resident Geologists in Red Lake, Sioux Lookout, Kirkland Lake & Sudbury districts (see Appendix).

## **MINERS**

Miners, chest examination of, see Health Public Health Br Chest Disease Service.

## MINIMUM WAGE

416-965-5251

LABOUR, EMPLOYMENT STANDARDS BR sets and enforces standards of wages and working conditions in Ontario, including **minimum wage**, overtime pay, vacation pay, hours of work, public holidays, maternity leave, equal pay for equal work, termination of employment and equal benefits. May also collect unpaid wages on behalf of employees. Provides means for employees and employers to jointly petition Government for a schedule of wages and working conditions for their particular industry or trade. Also regulates and issues licences to employment agencies (965-0631). Provides for setting of wages rates and working conditions for construction industry and maintenance workers employed on government contracts. Employment Adjustment Services (965-3303) provides consulting services to employers and employees on termination of employment legislation and on adjustment programs available in situations of mass terminations of employment. Contact regional offices listed in the Appendix.

## MINING

Mining, see also Mineral.

416-963-0223

CCR, ONTARIO SECURITIES COMMISSION (OSC) maintains public files on companies' disclosure of take-over bids, proxy and proxy solicitation, insider trading and financial disclosure for the benefit of investors (963-0259). Processes **mining** and other prospectus offerings of securities as well as applications for transfer or release of securities from escrow (963-0239). Registers stockbrokers, salesmen and investment advisers, commodity futures dealers, salesmen and advisers (963-0228). Investigates complaints about stockbrokers and salesmen and commodity brokers and salesmen and complaints about actions by companies affecting the value of securities (963-0242). Answers general questions about commodity futures trading (963-0255).

416-965-3284

ENV, WASTE MANAGEMENT BR, WASTE SYSTEMS PLANNING Section. The Waste Management Branch coordinates programs concerned with the disposal of waste on land. Waste Systems Planning Section deals with pollution by industry (such as **mining**, metals, food, petroleum) and municipal and private solid wastes. These include hazardous industrial waste, industrial sludges and pretreatment residues, municipal sewage sludge, derelict motor vehicles, soft drink or beverage containers, and their disposition at waste disposal sites. Coordinates related federal-provincial activities; provides technical support regarding industrial waste treatment and control with respect to water, air and solids. Coordinates project to take inventory and recommend rehabilitation of derelict **mining** land throughout Ontario. See also Env Waste Management Br Waste Utilization Section. Contact regional or district offices listed in the Appendix for complaints on related pollution.

416-965-1328

LABOUR, MINING HEALTH & SAFETY BR is responsible for the administration of the **Mining** Act and the succeeding legislation for mines, open pits, industrial quarries, metallurgical operations, and for sand, clay, shale and gravel pits to reduce hazards to safety and occupational health in the workplace. Periodically inspects these establishments; conducts air samples to ensure a safe working environment. Investigates refusals to work under unsafe conditions. Investigates fatalities and serious accidents. Consults with labour and management to increase their involvement in identifying and solving occupational health and safety hazards. Reviews and provides advice on pre-development plans of **mining** and metallurgical operations to check electrical, mechanical and occupational health and

safety hazards before construction. Tests hoist cables and trains mine rescue personnel. Contact Queen's Park or district offices listed in the Appendix. See also Labour Construction Health & Safety Br, Labour Industrial Health & Safety Br.

416-965-8710

LABOUR, STANDARDS & PROGRAMS BR identifies need for occupational health and safety programs; supports their development, implementation and evaluation. The branch has four groups. Program Analysis & Evaluation (965-8710) coordinates identification of short and long-term goals, definition of objectives, program planning and evaluation. Maintains occupational health and safety data, i.e. illnesses and injuries. Hazard Identification & Programming (965-8710) coordinates identification and assessment of hazardous agents in the workplace. Coordinates preparation of data sheets, guidelines and regulations. Industry Sector Programming (965-8510) identifies occupational health and safety priorities by industry sector and coordinates development of hazards control programs by sector (e.g., construction industry, logging industry, **mining**) Coordinates development of training programs for Occupational Health and Safety Division staff. See also Labour Standards & Programs Br Advisory Services for functions of the branch's fourth group.

416-965-5134

NAT RES, ADMINISTRATIVE SERVICES BR, besides the usual administrative services functions, operates a public service centre which serves the public through these units: Aerial Photo Unit (965-1123) which provides aerial photographs; Map Unit (965-6511) which provides topographical and geographical maps including canoe routes; Mines Publications Unit (965-1348) which provides publications on **mining**; and Hunting and Fishing Licences Sales (965-6512). Hunting and fishing licences are also available from ministry regional or district offices (listed in the Appendix) and some sporting goods stores. For a description of administrative service functions, see first entry under Administrative Services. The branch also provides information on frog, turtle & snake identification (965-5134).

416-965-2761

NAT RES, FINANCIAL SERVICES BR, besides the financial management and accounting functions as outlined in the first entry under Accounting, is responsible for appropriations control, development of accounting and costing systems, financial and cost analyses, pre-audit controls and procedures. Prepares claims under federal-provincial agreements; controls collateral securities and collects records and reports on revenue from timber operations, sales and leases of Crown land, **mining** operations, provincial parks operations, fish and wildlife licences and sundry other cash receipts. For fish and wildlife (hunting) licences sale, see Nat Res Administrative Services Br or contact ministry regional or district offices (listed in the Appendix).

416-965-1316

NAT RES, LANDS ADMINISTRATION BR, Acquisition Section (965-2738) acquires land for ministry needs. Public Lands Section (965-2741) is responsible for the disposition and management of Crown land including cottage lots and water lots; also answers general inquiries. Mining Lands Section (965-1323), is responsible for issuing licences to prospectors, registration and disposition of Crown **mining** lands; licensing of sand and gravel removals from Crown land (965-6918). Titles Section (965-1319) issues Crown leases, land patents (Crown patents), licence of occupation. Can give information (from the Domesday Book) on land that was formerly Crown land. Maintains acreage tax rolls; carries out forfeiture process for patented **mining** lands.

416-965-1062

NAT RES, MINE TAX ASSESSMENT Section under the Mineral Resources Br issues annual assessment (tax) notices to Ontario **mining** companies on the basis of profit. Administers the Mining Tax Act.

416-965-1559

NAT RES, MINERAL RESOURCES BR develops and administers mineral resources policies. Maintains statistics on mineral economics (965-1016) and determines availability of resources such as metals, industrial minerals, nonmetals and petroleum. Issues precious metals refinery licences. Administers the Pits & Quarries Control Act (965-3127), Petroleum Resources Act, Section 113 of the **Mining** Act. Petroleum Resources Section (965-1981) issues licences to lease property for the purpose of producing natural gas or oil or for geochemical and geophysical exploration. Issues permits to drill wells and to operate machinery.

416-965-1824

NAT RES, MINING AND LANDS COMMISSIONER exercises administrative and judicial duties under The **Mining** Act, The **Mining** Tax Act 1972 and The Beach Protection Act and such duties of the Minister of Natural Resources as are assigned by regulation. Examples of such jurisdiction are extension orders, the granting of relief from forfeiture and dispute and hearing of appeals. Contact Queen's Park or regional offices listed in the Appendix.

416-965-0190

NAT RES, ONTARIO GEOLOGICAL SURVEY provides information on the geological and mineral resources of Ontario for development of policy on management of non-renewable resources, for land use planning and for exploration and development of Ontario's mineral wealth. Activities include geological, geophysical and geochemical surveys, mineral deposit studies, geochronology studies, development of new exploration techniques, presentation of classes & lectures on minerals. Analytical laboratory provides identification, chemical analyses and assays of mineral, rock and ore samples. The branch administers the Mineral Exploration Assistance Program to encourage approved mineral exploration in designated areas, and the geoscience research grants program to aid geoscience research at Ontario universities. Operates the **Mining** Library (965-1352). Published maps, reports, brochures, unpublished files & analytical services are used by the public, prospectors, mining companies, universities & government agencies. There are Regional Geologists in regional offices & Resident Geologists in Red Lake, Sioux Lookout, Kirkland Lake & Sudbury districts (see Appendix).

## MOBILE HOME PARKS

A Mobile Homes Information Kit is available from the Information or Communications Branches of the ministries involved, e.g. Min. of Housing Communications Br., 965-9780.

416-964-7808

CCR, RENT REVIEW. Ontario's Residential premises Rent Review Act 1975 as amended limits the amount of rent a landlord may charge for a rental unit to 6% until December 31, 1979. Houses, apartments, townhouses, rooming houses, **mobile home parks** are covered. There are some exemptions such as public housing. The act came into effect December 18, 1975 and will remain in effect until November 30, 1979. Rent Review Officers in major centres in Ontario will review application forms (filed either by landlord or tenant) regarding rent increases. If decision of Rent Review Officer is disagreed with, an appeal may be made to the Residential Premises Rent Review Board. Contact Rent Review Office in municipality. For those living outside the toll-free dialing area, dial the Operator and ask for Zenith 9-6000.

416-965-3352

**HOUSING, COMMUNITY PLANNING ADVISORY BR** provides community planning service and advice to municipalities, the development industry and the public. Administers a program of grants which provides financial aid to smaller municipalities (pop. 15,000 or less) for the development of locally oriented community planning programs. These include: preparing or updating official plans and zoning by-laws, assistance to regional, county or district governments in preparing land severance policies, funding preparation of required secondary plans, funding planning programs for unorganized territories, funding strategy plans for municipalities not included in a defined planning area. Municipalities must contact regional offices listed in the Appendix to apply for grants. Municipalities are responsible for designating **mobile home parks** by passing zoning by-laws under the Planning Act.

416-965-5890

**HOUSING, LOCAL PLANNING POLICY BR** develops policy, legislation and recommends community planning standards to apply at the local government level (municipalities), consistent with provincial objectives. Activities include review of planning statutes; formulation of advisory publications on official plans, zoning techniques and land use planning policies; and issuance of policy circulars on matters such as urban planning standards, design guidelines for housing subdivisions and the development of **mobile home parks**.

## MOBILE HOMES

416-922-3005

The Ontario New Home Warranties Plan Act which came into effect Dec. 31, 1976, requires registration of all builders of new homes including condominiums and **mobile homes** with the Housing & Urban Development Ass'n. of Canada (HUDAC) New Home Warranty Program, a non-profit corporation. The self-financing program provides a warranty that new and previously unoccupied homes sold after the end of 1976 are free from defects for one year and from major structural faults for an additional four years. The Corporation will handle complaints from buyers of new homes, condominiums and **mobile homes**. Both builders and buyers can file appeals on Corporation decisions with the Commercial Registration Appeal Tribunal. Program covers mobile homes placed on permanent foundations for permanent occupancy and meeting applicable building codes.

## MOPEDS

Mopeds, see Tr & Comm Public Safety & Information Br

## MORTGAGE BROKERS

Mortgage Brokers, see also Mortgages.

416-963-0366

**CCR, BAILIFFS, COLLECTION AGENCIES, MORTGAGE BROKERS, CONSUMER REPORTING, PAPERBACK & PERIODICAL DEALERS ACTS.** The Registrar of these Acts ensures the protection of Ontario consumers through control and supervision of private bailiffs, collection agencies, consumer reporting agencies (credit and personal information investigation), **mortgage brokers** and dealers of paperbacks and periodicals. While this office recommends appointments under the Bailiffs Act, it is the ministry's Central Registration Section that accepts registration of businesses under the other Acts (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File: 963-0441). Consumer complaints relating to all these Acts are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

416-963-0441

CCR, CENTRAL REGISTRATION SECTION under the Consumer Advisory Services Br provides actual registration functions and maintains central registry of any business registered under the following Acts: Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers, **Mortgage Brokers**, Travel Industry and Paperback & Periodical Dealers (wholesalers of paperbacks & periodicals). Answers inquiries from government agencies and the public as to whether a business is registered under these Acts (963-0441). For new applications call 963-0446, renewals 963-0444, revisions 963-0448.

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, **mortgage brokers**, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and deceptive or unfair business practices. Nine Bureaux across Ontario handle complaints under these Acts: Bailiffs (private bailiffs), Business Practices, Collection Agencies, Consumer Protection (e.g., finance charges on credit purchases and loans), Consumer Protection Bureau, Consumer Reporting (credit reporting and personal investigation agencies), **Mortgage Brokers**, Motor Vehicle Dealers, Paperback & Periodical Distributors (wholesalers of paperbacks and periodicals), Real Estate and Business Brokers, and Travel Industry (travel agents & wholesalers). The Business Practices Act specifies some practices considered to be deceptive, unfair or unconscionable and provides the consumer with redress procedures. See list of Bureaux in the Appendix.

## MORTGAGES

Mortgages, see also Corporate Mortgages, also Mortgage Brokers. Re discharging a mortgage, see CCR Regional Property Registration Listed Below. For information on current Federal Government mortgage loans and other mortgage assistance to individuals and developers, contact local Canada Mortgage & Housing Corporation Office.

416-963-0471

CCR, FINANCIAL INSTITUTIONS DIV issues licences to and regulates insurance companies, investment contract companies, prepaid hospital and medical associations, mutual benefit and fraternal societies. Also issues licences to and regulates loan companies and trust companies (963-0477). Answers inquiries on insurance plans and premiums and advises policyholders involved in claims disputes (963-0471), and on deposits and **mortgages** with loan and trust companies (963-0477). Issues licences to insurance agents, brokers, salesmen, adjusters and investigates related complaints (963-0481). Deposits in credit unions

and caisses populaires are insured with the Ontario Share & Deposit Insurance Corporation (OSDIC) (759-9778).

416-963-0465

CCR, REGIONAL PROPERTY REGISTRATION Branches I and II phone numbers are 963-0462 & 963-0466 respectively. The branches operate land registry offices (LRO's) throughout Ontario which provide services of the land titles and land registry systems. The LRO'S register and record documents for real property (land) and personal property titles including liens on them. Registration records (including those of condominiums) may be examined for a fee. **Mortgages** are normally discharged through a lawyer who prepares the document. The discharge is then registered with the local LRO. There is a LRO in each county or district (see Appendix for list). In Toronto LRO'S are located at New City Hall, with these telephone numbers: Toronto and York Land Titles, 965-5248; Toronto Land Registry, 965-7553; Toronto Boroughs and York South Land Registry, 965-7588.

416-965-9135

HOUSING, ONTARIO MORTGAGE CORPORATION administers the repayment of **mortgages** and leases committed originally under various ministry lending programs.

## MORTMAIN

Mortmain, see Licences in Mortmain.

## MOSQUITOES CONTROL

Mosquitoes Control, see Env Pollution Control Br Pesticides Control Section

## MOTELS

Motels (travel accommodation), see Ind & Tour Tourism Marketing Br Ontario Travel. See also Tourist Facilities.

## MOTHERS

COMM SOC, ADULT SERV DIV, FAMILY BENEFITS PROGRAM (Income Maintenance) provides financial assistance to persons who are in need for a prolonged period of time. It is intended for **mothers** raising children alone, the disabled, the blind, permanently unemployable fathers or single persons, foster children and qualified elderly women over 60. If need is shown a monthly allowance and other benefits (health insurance, prescribed drugs, dental care, eyeglasses, hearing aids) are provided. The allowance for the disabled and the blind is also known as GAINS-D (Guaranteed Annual Income System, Disabled). To apply for family benefits contact ministry's Area and Local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South West, 763-3631; South East, 362-6111.

COMM SOC, CHILDREN'S SERV DIV, CHILD WELFARE PROGRAM funds, inspects and supervises Children's Aid Societies. Regional and area offices are listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943. Children's Aid Societies (CAS) develop programs and provide services to strengthen family life, protect children and prevent circumstances likely to lead to child abuse or neglect. Provide foster and group home parents or institutional care for children assigned or committed to their care; counsel unmarried **mothers** and their children; place children for adoption and provide follow-up counselling to **help** families adjust to adoption. Contact local CAS. Private adoptions require the services of a lawyer.

**COMM SOC, CHILDREN'S SERV DIV, INSTITUTIONS.** Under The Children's Institutions Act and The Charitable Institutions Act, the Division may provide charitable organizations and social agencies with capital and operating grants and subsidies, and supervision and consultation to homes for children and youth (juveniles) whose parents are facing family crises, who are emotionally disturbed, delinquent or who abuse the use of drugs, or who need help to live independently in the community; and for homes for unmarried **mothers**. Under the Children's Residential Services Act establishes standards in all children's residential care programs and issues licences to individuals or groups operating group homes for three or more children. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-965-2363

**COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD** holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or GAINS-A (income supplement for senior citizens) and GAINS-D (income supplement for the blind and disabled), Family Benefits (financial allowances for single **mothers**, the blind and disabled, permanently unemployable fathers, foster children, severely handicapped children).

## **MOTION PICTURE**

Motion Picture, see also Film Industry, also Films.

416-421-2462

**CCR, THEATRES BR** aims to maintain a reasonable standard of decency in films exhibited in Ontario theatres. Is responsible for censorship of videotape, 8mm, 16mm, 35mm, or wider films. Sets standards for, inspects and issues licences to theatres, drive-in theatres, film exchanges, videotape machines, 8mm and 16mm projectors. Issues licences to projectionists. Approves **motion picture** advertising and classification.

## **MOTOR VEHICLE ACCIDENT CLAIMS**

416-963-0501

**CCR, MOTOR VEHICLE ACCIDENT CLAIMS FUND (MVAC)** provides compensation to victims of accidents caused by drivers of uninsured, stolen and hit and run vehicles by administering the **Motor Vehicle Accident Claims Act**. Funds are received by: charging uninsured vehicle owners \$150 to register each vehicle; a \$1.00 annual assessment charged on every driver's licence issued; repayments by uninsured debtors for monies paid out on their behalf.

## **MOTOR VEHICLE DEALERS**

Motor Vehicle Dealers, see Vehicle Dealers

## **MOTOR VEHICLE MECHANIC**

Motor Vehicle Mechanic (certification), see Coll Univ Industrial Training Br Trades.

## **MOTOR VEHICLES**

Motor Vehicles, see Vehicles

## **MOTORCYCLE**

Motorcycle licence, see Tr & Comm Drivers & Vehicles Regional Operations

**MOTORISTS**

Motorists, see Drivers

**MOVIES**

Movies, see Motion Picture, Film Industry, Films.

**MULTICULTURAL**

Multicultural, see also Multiculturalism, Ethnic

416-965-5399

**CULT & REC, CAPITAL SUPPORT UNIT** coordinates capital support programs of the ministry. These include capital grants (965-8433) for community recreation centres, sports facilities, arts facilities such as theatres and art galleries, exhibition spaces, museums, heritage conservation projects, facilities for libraries and **multicultural** centres. Planning & Technical Services Section (965-3034) is responsible for policy development, priority setting and program planning and evaluation of the Ministry's capital grants programs. It also provides Capital Support Unit, Ministry field offices and clients (municipalities, community groups) with planning and technical advice and information on the development of cultural and recreational facilities. Contact Field Offices listed in the Appendix.

416-965-6621

**CULT & REC, MULTICULTURAL DEVELOPMENT BR** develops and supports programs aimed at developing and improving intercultural relations. Programs include: developing an appreciation for different ethnocultural groups in Ontario; encouraging information sharing through intercultural workshops; assisting the development within institutions of a sensitivity to cultural differences in overcoming barriers to service delivery; assisting ethnocultural groups to improve their organizational and leadership skills to enable them to fully participate in Ontario society. Branch consultants work with community groups, voluntary agencies, professional associations and other institutions providing consultative services, publications, films, tapes and intercultural development grants. Contact main office or field offices listed in the Appendix.

416-965-2285

**CULT & REC, NEWCOMER SERVICES BR** programs relate to reception, orientation and language training of immigrants. The **multicultural** Ontario Welcome House at 8 York Street, Toronto provides English as a Second Language (ESL) instruction linked with day care (965-2365) and multilingual counselling and assistance in gaining access to government and social agencies (965-3021). Multilingual receptionists at the Toronto International Airport (678-2540) assist immigrants upon arrival. Print and audio-visual materials and information on ESL teaching and classes are available from the ESL clearing house (965-4331). For orientation resource materials for newcomers and counsellors and teachers of newcomers, and for information on setting up parents' and preschoolers' and other community-based English, orientation, citizenship classes, contact 965-2285. For information on newcomer intergration (NI) project grants and newcomer language/orientation classes (NLOC) grants contact Ministry of Culture and Recreation field offices listed in the Appendix.

416-965-3255

**IND & TOUR, COMMUNICATIONS DIV, ADVERTISING SECTION** promotes tourism in Ontario through advertising in consumer media and travel trade publications. Also advertises industry and trade development in Ontario and abroad. Agency of Record purchases advertising print space and broadcast time for all ministries, boards and commissions of the Ontario Government. Government information communications program

(Ontario 20) provides government information to ethnic or **multicultural** and non-urban communities through weekly newspapers, ethnic publications, radio and television.

## MULTICULTURALISM

Multiculturalism, see also Multicultural, Ethnic

416-965-2324

**ADVISORY COUNCIL ON MULTICULTURALISM** consists of twenty-five members appointed by Order in Council who are regionally and ethnically representative of major ethnic cultures and populations in Ontario and have had previous experience related to **multiculturalism**. Council's role is to advise government on how the principles of **multiculturalism** may be better understood and put to practical use. The Council meets monthly and reports to the Provincial Secretary for Social Development.

416-965-6763

**CULT & REC, RESOURCE CENTRE** and Library under the Communications Br maintains an up-to-date collection of books, pamphlets, films, video-tapes and teaching materials which are made available to all Ministry staff and any community organization involved in cultural or recreational programs. These materials cover various subjects such as community development, **multiculturalism**, informal education, language training, recreation, leisure, retirement planning, human relations, prejudice, theatre, arts and crafts, native peoples, disabilities, librarianship, volunteerism. Staff can assist in searching materials. Contact Resource Centre in Toronto; other areas contact field offices listed in the Appendix.

416-965-2390

**CULT & REC, WINTARIO GRANTS** Information Office, part of the Communications Br, is an information service for the Wintario Grants Program. Net profits from Wintario are available to non-profit community groups, organizations, municipalities and Indian Band Councils for capital and non-capital projects concerning sports, recreation, fitness, arts, heritage, public libraries, **multiculturalism** and citizenship and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

## MUNICIPAL AUDITS

Municipal audits, see Intgov Aff Municipal Budgets & Accounts Br

## MUNICIPAL DIRECTORY

416-965-6989

**INTGOV AFF, PROVINCIAL MUNICIPAL AFFAIRS SECRETARIAT** assesses and provides advice on provincial-municipal relations and programs. Maintains relations with municipal groups such as Municipal Liaison Committee (MLC), Assoc. of Municipalities of Ontario (AMO), Assoc. of Counties and Regions of Ontario (ACRO), Rural Ontario Municipal Association (ROMA) and Federation of Canadian Municipalities (FCM). Organizes provincial-municipal and tri-level intergovernmental consultation and conferences on joint programs of the federal, provincial and municipal governments. Publishes the **Municipal Directory** annually, detailing lists of counties, districts, cities, towns, townships, etc. in Ontario, with names and addresses of key officials, population figures, etc.; and 'Background', a weekly newsletter outlining legislation, publications and provincial projects of interest to business, municipalities, etc.

## MUNICIPAL FINANCE

416-965-2265

INTGOV AFF, MUNICIPAL BUDGETS & ACCOUNTS BR goals are to improve management of **municipal finance** by local government (municipalities); to provide municipal financial management expertise to other government offices; to oversee the municipal auditing function. Activities include improving municipal financial reporting, issuing bulletins and other publications on financial practices, developing a comprehensive financial procedures reference manual for municipalities and auditors, providing other government offices with qualified resources and information. The branch also issues licences to municipal auditors and oversees municipal audits; monitors legislation, policies, procedures and programs relating to municipal financial administration and is involved with associated education programs.

416-965-1671

TREAS ECON, MUNICIPAL FINANCE BR analyzes and evaluates the financial performance of Ontario's local governments; develops budget options for local sector finance; publishes annual report on Ontario local government finance; maintains a **municipal finance** data system, a mill rate summary, and a register of provincial grants to local sectors. Develops and implements a system of real property taxation in Ontario; studies and proposes amendments to legislation concerning **municipal finance**; assists in administration of the transitional and special transfer payments made under the Unconditional Grants Act; administers loans programs (965-2451) of the Ontario Municipal Improvement Corporation (OMIC), Ontario Education Capital Aid Corporation (OECAC) and Ontario Universities Capital Aid Corporation (OUCAC).

## MUNICIPAL LIAISON COMMITTEE

416-965-6989

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## MUNICIPAL TAX

Municipal Tax, see Property Taxation

## MUNICIPALITIES

Municipalities, incorporation dates, annexations, amalgamations, see Treas Econ Library Services Br listed below. See also Municipal Finance, also Provincial-Municipal.

416-965-9431

AG & FOOD, FOODLAND DEVELOPMENT BR reviews official plans, environmental assessments and project proposals for their land use planning implications to agriculture. Assists the Ministry of Government Services in leasing for agricultural purposes farm land held by the government for future development. The branch also administers the Topsoil

Preservation Act (allowing **municipalities** to regulate removal of topsoil). Drainage Section (965-9921) administers the Tile Drainage Act and the Drainage Act (financial assistance to **municipalities** and farmers for the improvement of farm land) and the Agricultural Tile Drainage Installation Act (licensing of installers of tile drainage systems on farm land).

416-965-1912

ATT GEN, ONTARIO MUNICIPAL BOARD performs a quasi-judicial function in the implementation of sound municipal development. Hears applications for approval of zoning by-laws, official plans and plans of subdivisions referred by the Ministry of Housing and appeals as provided under the Planning Act and under the Assessment Act. The Ontario Municipal Board supervises certain financial and other affairs of **municipalities** with respect to applications for capital expenditures and the issuance of orders creating, altering or dissolving **municipalities**.

416-965-5881

CCR, BUILDING CODE BR is developing a fire code and administers a building code for Ontario to ensure safety and minimize building, health and fire hazards. Advises **municipalities** on matters pertaining to building by-laws, which are a local, not provincial, responsibility. Is responsible for the Ontario Plumbing Code which is at present Reg. 647 of the Ontario Water Resources Act.

COMM SOC, ADULT SERV DIV, GENERAL WELFARE ASSISTANCE (GWA) PROGRAM (Income Maintenance) provides short-term financial assistance to help pay for necessities when a person suffers loss of income. GWA is administered by **municipalities** & Indian Band Councils or by the Province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance (welfare) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed drugs, dental care, prosthetics (incl. eyeglasses, hearing aids) & for burials. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS A (Senior citizens), GAINS D (blind & disabled). Incentive Allowances are paid to those under a work activity project. Contact municipal welfare offices, Indian Band Councils and in unorganized territories Comm Soc area office (see Appendix).

416-965-5103

COMM SOC, ADULT SERV DIV, SENIOR CITIZENS SERVICES (Social Services) aims to support programs to involve senior citizens in community & social services. In cooperation with **municipalities** and charitable organizations develops policy on and subsidizes Homes for the Aged, residential and extended care and social services for senior citizens. Subsidy is in the form of capital and operating grants. Assists in community outreach programs and alternatives to institutional care projects, e.g., meals-on-wheels, day care, vacation care & Senior Volunteers. Provides capital & operating grants for Elderly Persons Centres and grants for research on aging & related facilities, e.g., Crane Memorial Library of Geriatrics & Gerontology (367-8867). Is involved with retirement planning. Contact regional, area & local offices listed in the Appendix. In Metro Toronto contact the Area Office, 965-9943.

416-965-2376

COMM SOC, ADULT SERV DIV, SOCIAL SERVICES. The Divisional Group develops standards, guidelines and policy, and implements three programs: Vocational Rehabilitation, Senior Citizens & Mental Retardation Community Programs. Each program is described under Comm Soc Adult Services Div Program Name. Social Services staff provide advice & operating subsidies to debt & credit counselling services; act as consultants to **municipalities** & social agencies on counselling services; coordinate provision of Homemakers & Nursing

services from private agencies to those in need in municipality; assist **municipalities** in consolidating social services. Group ensures development & funding of municipal Work Activity Projects which assist individuals to be self-sufficient. Social services programs are delivered through regional, area & local offices (listed in the Appendix). In Metro Toronto call the Area Office, 965-9943 or the Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-965-2376

COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION (Social Services) aims to develop or restore the work capacity of the physically or mentally handicapped. Assesses handicapped person's abilities & limitations, counsels the person through the rehabilitation process, assists in gaining employment and provides restorative assistance (e.g. prosthetics) needed to restore useful physical functioning. Shares with **municipalities** work activity project costs (to enable handicapped to be self-sufficient). Provides capital & operating grants to rehabilitation workshops & operating grants & debt retirement (e.g., payment of mortgages) assistance to half-way houses & group homes for the physically & mentally handicapped & former inmates, etc. & for some centres for alcoholics & drug addicts. Contact regional, area & local offices (see Appendix). In Metro Toronto contact the Area Office, 965-9943 or Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-965-5006

COMM SOC, CAPITAL & ADMINISTRATIVE SERVICES BR provides technical expertise and consultative services to **municipalities**, Indian Band Councils and non-profit or charitable organizations that want to establish facilities for rehabilitation, residential and social services under various Acts administered by the ministry. Financial Section (965-9160) controls, processes and records transfer payments to **municipalities**, Indian Band Councils and charitable organizations for the establishment and renovation of facilities and maintains statistics on these facilities. The branch is responsible for the ministry's fire safety program. Contact regional, area and local offices listed in the Appendix. The branch operates the ministry library (965-2300) and supplies the ministry with administrative services (see first entry under Administrative Services for a description of this function). Advises ministry program managers on control of direct operating expenditures.

COMM SOC, CHILDREN'S SERV DIV, DAY NURSERIES PROGRAM supervises and issues licences to nursery schools, day care centres and private home day care agencies. Provides information and consultation to provincial associations and groups regarding development of programs, staffing and legislation, and special day care programs (e.g. for native peoples, handicapped, etc.). Provides financial assistance to **municipalities**, approved groups who are incorporated and Indian Band Councils to establish day nurseries and to **municipalities** to provide financial assistance to eligible individuals seeking day care. Maintains statistics on day nurseries. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-965-7683

COMM SOC, CHILDREN'S SERV DIV, OPERATIONS responsibilities include program coordination and supervision of the regions. Finance and Program Analysis Unit (965-0210) is responsible for province-wide functions such as aggregation of regional budgets (estimates) and support to regions in budget negotiations between **municipalities** and social agencies. Operational Support Br (965-1083) provides liaison with province-wide special interest groups; coordinates responses to contentious issues and certain province-wide administrative functions such as maintaining records of wards of training schools (965-4368). Adoption

Coordinator (965-2802) coordinates provincial, national and international adoptions services and prepares syndicated newspaper column, *Today's Child*, as an adoption aid (965-6559). Child Abuse Coordinator (965-3130) coordinates Child Abuse Program listed separately in this index (see Comm Soc Children's Serv Div Child Abuse Program).

416-965-5399

CULT & REC, CAPITAL SUPPORT UNIT coordinates capital support programs of the ministry. These include capital grants (965-8433) for community recreation centres, sports facilities, arts facilities such as theatres and art galleries, exhibition spaces, museums, heritage conservation projects, facilities for libraries and multicultural centres. Planning & Technical Services Section (965-3034) is responsible for policy development, priority setting and program planning and evaluation of the Ministry's capital grants programs. It also provides Capital Support Unit, Ministry field offices and clients (**municipalities**, community groups) with planning and technical advice and information on the development of cultural and recreational facilities. Contact Field Offices listed in the Appendix.

416-965-7505

CULT & REC, LEADERSHIP UNIT under the Citizenship Division is a resource in the general development of citizenship. The Unit has consultants to advise organizations and **municipalities** on community leadership and to assist in developing indigenous community leadership resources. Consultants on recreation advise those who provide professional preparation at colleges and universities, train teachers within the school system, train recreationists of **municipalities** and administer grants in aid of research. Consultants work with the Ontario Research Council On Leisure (ORCOL).

416-965-2390

CULT & REC, WINTARIO GRANTS Information Office, part of the Communications Br, is an information service for the Wintario Grants Program. Net profits from Wintario are available to non-profit community groups, organizations, **municipalities** and Indian Band Councils for capital and non-capital projects concerning sports, recreation, fitness, arts, heritage, public libraries, multiculturalism and citizenship and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

416-965-2060

EDUC, SUPERVISION & LEGISLATION BR, LEGISLATION Section, besides providing legal services to the Ministry of Education, provides information and advice to school boards, **municipalities**, teachers and the public about education statutes (e.g. provision of French language education) that affect their rights, duties and responsibilities.

416-965-3980

ENV, ENVIRONMENTAL APPROVALS BR is the central area where persons and organizations seek ministry approval for activities affecting the environment. Conducts environmental assessments on applications for permits required under the Environmental Protection Act (e.g. waste disposal sites), Ontario Water Resources Act and the Environmental Assessment Act and approves such requests. To apply for permits under these Acts contact ministry's regional or district offices listed in the Appendix. The branch ensures that environmental safeguards are incorporated into land use planning policies and programs. Evaluates at planning stage certain activities by government ministries, utilities, government-funded projects and related activities in the private sector, which will have a significant environmental impact. Develops guidelines for waste disposal systems by industry, **municipalities** and the public.

416-965-2531

ENV, ENVIRONMENTAL ASSESSMENT BOARD holds public hearings on the environmental impact of major development proposals under three statutes: The Ontario Water Resources Act, 1970 (OWRA), The Environmental Protection Act, 1971 (EPA); The Environmental Assessment Act, 1975 (EAA). Hearings may also be held under orders-in-council. Following hearings under the OWRA (**municipalities** wishing to establish or extend their sewage works into another municipality or territory) and the EPA (approval to establish or extend waste disposal sites), the Board submits recommendations to the Ministry of the Environment. Under the Environmental Assessment Act, 1975, after the environmental assessments and the ministry's review thereof have been made public, any person can require by written notice a hearing by the Board. After hearings are held under the EAA, the Board renders a final decision which can only be varied or rescinded by the Minister with approval of the Lieutenant Governor in Council.

416-248-3739

ENV, POLLUTION CONTROL BR DEVELOPMENT & RESEARCH GROUP includes: an Applied Sciences Section (248-3044), a Wastewater Treatment Section, and a Water Technology Section. The group provides: liaison with academic and research groups, dissemination of technical information and findings, technical assistance to the Planning Sections, applied environmental research on pollution, wastewater treatment and drinking water quality. Also provides technical support regarding the application of new technology directly to **municipalities** and industry and to the public through regional and district offices (see Appendix for list). Provides grants for health related environmental research and other projects from Provincial Lottery funds; write to Pollution Control Br., Development & Research Group, Min. of the Environment, 135 St. Clair Ave. W., Toronto, M4V 1P5.

416-965-6967

ENV, POLLUTION CONTROL BR MUNICIPAL AND PRIVATE Section deals with municipal and private sewage and municipal water supply. Provides liaison with federal agencies including coordination of federal grants to **municipalities** for sewage and water works. Deals with regulations and standards for pollution control relating to septic tanks, boating (pleasure craft), marinas, ice huts and municipal sewage treatment plants. Specific activities include phosphorous removal at all municipal sewage treatment plants (to safeguard Great Lakes water quality), urban drainage management and sewage sludge use on farm land. Also is involved with policies dealing with the provision of safe drinking water. Contact regional or district offices listed in the Appendix. Inspection and approval of septic tanks is done by county or regional health units under agreement with the Crown (except in areas where no agreement is in effect, e.g., Muskoka, Parry Sound, North Bay & Ottawa-Carleton where this service is done by Ministry's regional or district offices).

416-965-3054

ENV, POLLUTION CONTROL BR NOISE POLLUTION Control Section deals with the control of noise emissions and comments on the relationship between new and existing land use and noise sources (e.g. industry, highways, railways and aircraft). Develops acoustics criteria and standards (965-1193). Monitors blast concussion and ground vibration levels from operating pits and quarries in response to complaints. Promotes the Model Municipal Noise Control By-Law for adoption by **municipalities** and assists in training of noise control officers. The publication, 'Model Municipal Noise Control By-Law, Final Report' is available at \$3 per copy from the Ontario Government Bookstore, 880 Bay St., Toronto (965-2054). For inquiries on noise pollution contact the ministry's regional and district offices listed in the Appendix. In Metro Toronto this Section (965-4071) will respond to noise complaints or refer callers to the proper municipal office where there is a municipal noise control by-law.

416-965-7062

ENV, PROJECT COORDINATION BR manages and coordinates all aspects in the development and construction of ministry capital projects, e.g. water supply, sewage and pollution control facilities for **municipalities**. This includes design and equipment selection (965-3490). Upon approval of a project by the ministry, the branch arranges for design work and financial analysis, including details on grants available. Upon approval by the Ontario Municipal Board (OMB), tenders are called and contracts awarded by the ministry. The branch assists in initiation of ministerial orders defining specific public water and sewage service areas. Administers grants programs for certain sewage and water works to **municipalities** qualifying under the ministry's priority rating system and to small communities for upgrading private sewage or water systems. Contact regional or district offices listed in the Appendix.

416-965-5115

ENV, REGIONAL OPERATIONS DIVISION delivers ministry services to the **municipalities** and the public through six regional offices and several district offices throughout Ontario. These offices provide technical comment on the feasibility of new project proposals (e.g., land use planning and environmental assessments). Each regional office performs its functions through four sections: Industrial Abatement (pollution by industry), Municipal & Private Abatement (pollution by municipalities and individuals), Utility Operations (assistance to municipalities re provincially-funded water and wastewater projects) and Technical Support (concerning withdrawal of water from water resources and approval of installations emitting contaminants). Contact regional and district offices listed in the Appendix.

416-636-8015

ENV, WASTE MANAGEMENT BR, WASTE UTILIZATION Section. The Waste Management Br coordinates programs concerned with the disposal of waste on land. Waste Utilization Section develops and implements a comprehensive waste management program including new procedures for resource recovery and recycling, especially for energy conservation. Operates full scale experimental plant for technology research and market development. Provides grants for selected technology demonstration projects. Promotes source separation projects (recovery of waste newspaper, glass and cans from residential garbage) in selected **municipalities**. See also Env Waste Management Br Waste Systems Planning.

416-965-5741

GOVT SERV, ADMIN SERVICES BR, OFFICIAL DOCUMENTS Section prepares, records, searches, microfilms and makes copies of Ontario official documents, e.g., land patents. For details about land patents such as name of original patentee, date and description of property, contact Nat Res Lands Administration Br Titles Section (965-1319). Certifies notarized documents and affidavits that are sent abroad by the public for various purposes. Scrolls Office (965-5733) prepares congratulatory scrolls for Ontario citizens on the request of their Member of Provincial Parliament, to acknowledge 90th and succeeding birthdays, 50th and succeeding wedding anniversaries, or other significant accomplishments of individuals, **municipalities** and other organizations.

416-965-4164

HEALTH, PUBLIC HEALTH BR INSPECTION Services provides consultants to **municipalities** to advise on local public health inspections for cleanliness in restaurants, food stores, residences, factories, etc. Contact local Public Health Unit serving municipality. See also other sections in Health Public Health Br described separately.

416-965-2826

**HOUSING, BUSINESS IMPROVEMENT AREA (BIA) PROGRAM.** Community Renewal Br. Section 361 of the Municipal Act provides local business communities with the legislation to help upgrade commercial districts. The BIA concept is a self-help mechanism to improve, beautify and maintain municipally owned lands, buildings and structures beyond the normal works of **municipalities** and to promote the area as a business and shopping district. Funds are provided by local business groups and managed by a board of management. Local groups request municipality to designate a BIA. Once a BIA is designated, a board of management is formed to manage the current year budget outlining the improvement and the promotion program. Upon approval of this budget by municipal council, funds are paid out to the board by the Municipal Treasurer. See also Housing Ontario Home Renewal, Housing Main Street Revitalization, and Housing Downtown Revitalization for other programs of this branch.

416-965-3352

**HOUSING, COMMUNITY PLANNING ADVISORY BR** provides community planning service and advice to **municipalities**, the development industry and the public. Administers a program of grants which provides financial aid to smaller **municipalities** (pop. 15,000 or less) for the development of locally oriented community planning programs. These include: preparing or updating official plans and zoning by-laws, assistance to regional, county or district governments in preparing land severance policies, funding preparation of required secondary plans, funding planning programs for unorganized territories, funding strategy plans for **municipalities** not included in a defined planning area. Municipalities must contact regional offices listed in the Appendix to apply for grants. **Municipalities** are responsible for designating mobile home parks by passing zoning by-laws under the Planning Act.

416-965-2826

**HOUSING, DOWNTOWN REVITALIZATION PROGRAM** under the Community Renewal Branch is designed to help eligible **municipalities** with a maximum population of 125,000 receive public investment for Seeding Projects to restore confidence in the community's core area. Subject to availability, funds are provided by the province in the form of partially recoverable loans up to a maximum two-thirds of the approved cost of the project. See also Housing Ontario Home Renewal Program, Housing Business Improvement Area and Housing Main Street Revitalization Program for other programs of Housing Community Renewal Br.

416-965-5890

**HOUSING, LOCAL PLANNING POLICY BR** develops policy, legislation and recommends community planning standards to apply at the local government level (**municipalities**) consistent with provincial objectives. Activities include review of planning statutes; formulation of advisory publications on official plans, zoning techniques and land use planning policies; and issuance of policy circulars on matters such as urban planning standards, design guidelines for housing subdivisions and the development of mobile home parks.

416-965-2826

**HOUSING, MAIN STREET REVITALIZATION PROGRAM** under the Community Renewal Br is designed to help small Ontario communities with populations of 30,000 or less to upgrade their downtown areas using the Business Improvement Area (BIA) concept as a starting point (see Housing, Business Improvement Areas). Since smaller **municipalities** often are not able to generate the financing needed to initiate BIA projects, the province provides low-interest loans of up to \$150,000 to help the community improve and beautify municipally owned lands and buildings in eligible areas. See also Housing Ontario Home

Renewal Program, Housing Business Improvement Areas and Housing Downtown Revitalization Program for other programs of Housing Community Renewal Br.

416-965-0193

HOUSING, MANAGEMENT PLANNING & EVALUATION BR, part of the Policy & Program Development Secretariat, ensures that the ministry has a comprehensive planning and evaluation system so that its resources are efficiently utilized. Coordinates development of multi-year plan, estimates and management-by-results statements. Maintains and analyzes information to accurately reflect present and future environment for the development of appropriate programs. Surveys & Statistical Analysis Section (965-7025) furnishes background data for policy development. Administers the municipal housing policy program which provides grants and technical analysis to **municipalities** for local housing policy statements.

416-965-9834

HOUSING, MARKET SURVEYS SECTION under the Community Development Wing carries out Municipal Housing Statements (MHS) for **municipalities** under 10,000 in population that wish to use the Ministry's services. An MHS, including an Assisted Housing Survey (AHS), is a study of the total housing market of a municipality and is a prerequisite for Provincial Assisted Housing Programs.

416-965-6418

HOUSING, OFFICIAL PLANS BR processes and recommends for approval by the Minister of Housing all official plans and official plan amendments submitted by **municipalities**. Also evaluates and recommends the endorsement of interim land severance and interim planning policies to the Minister and reviews housing policy statements. Answers inquiries from **municipalities** and the public on land use planning matters.

416-965-2826

HOUSING ONTARIO HOME RENEWAL PROGRAM (OHRP) provides per capita grants to **municipalities** to administer directly as loans to owner-occupants whose adjusted annual family income is \$12,500 or less. The grants are for the repair of faulty structural and sanitary conditions and the upgrading of the plumbing, heating, insulation and electrical systems of the residences. Not all **municipalities** have applied to be part of the OHRP. Eligible residents can contact local municipality if OHRP grants are available. In unorganized territories the OHRP is administered through Ministry of Northern Affairs Offices. See also Housing Business Improvement Area, Housing Downtown Revitalization Program and Housing Main Street Revitalization Program for other programs of Housing Community Renewal Br.

416-965-6418

HOUSING, OPERATIONS & DEVELOPMENT CONTROL Br administers Minister's zoning orders, part-lot control by-laws, validation of title, & road closing applications. Comments to the Ont. Municipal Board on municipal zoning by-laws. Coordinates delegation of Minister's powers to local jurisdictions (e.g., transfer of local official plans approvals to regional **municipalities** & land severance approvals to Northern Ontario planning boards). Monitors land severance decisions of delegated boards, committees of adjustment & land division committees. Administers land severance applications in Northern Ontario. Reviews applications for municipal annexations, quarries & pipelines. Processes Niagara Escarpment Dev Control appeals. Provides technical, administrative & statistical support for the Plans Admin. Div. Coordinates ministry review of environmental assessments. Prepares publications on the planning process. Takes part in special projects (e.g., review of land use planning reports).

416-965-7299

IND & TOUR, INDUSTRY BR, Industrial Services Section provides a consultative service, industrial development training courses and publications to inform and assist **municipalities** on development of industrial parks, industrial land use planning, and provincial and federal industrial development programs. Also provides plant location services to assist industry with expansion plans or new location requirements. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Industrial Dev and Ind & Tour Industry Br Product-Manufacturing Dev.

416-965-1495

INTGOV AFF, FIELD SERVICES BR operates a network of Field Services Offices in Ontario to advise and assist **municipalities**, the public, other government ministries and agencies on all aspects of local government. Coordinates Ministry relationships with **municipalities**. Identifies and initiates action in cases of municipal difficulty. Advice is provided through review of municipal financial statements, dissemination of information on existing programs, and as specifically requested. Contact Field Service Offices listed in the Appendix.

416-965-6934

INTGOV AFF, LOCAL GOVERNMENT ORGANIZATION BR goals are to evaluate the responsibilities of Ontario's systems of local government (**municipalities**) and identify the range of functions and organizational structures which will strengthen the capacity of the local governments to: interpret the needs and aspirations of local communities; identify issues; determine priorities and be accountable for them.

416-965-3514

INTGOV AFF, MUNICIPAL ADMINISTRATION BR develops and promotes effective administrative and management practices by local governments (**municipalities**) Undertakes research to improve administrative, organizational, and personnel policies and practices in local government; prepares guidelines, standards, and reference material for local governments on administrative structures, processes and procedures. Administers the local government bilingualism program. Offers an advisory service to **municipalities** on the metric conversion program as it relates to local government.

416-965-2265

INTGOV AFF, MUNICIPAL BUDGETS & ACCOUNTS BR goals are to improve management of municipal finance by local government (**municipalities**) to provide municipal financial management expertise to other government offices; to oversee the municipal auditing function. Activities include improving municipal financial reporting, issuing bulletins and other publications on financial practices, developing a comprehensive financial procedures reference manual for **municipalities** and auditors, providing other government offices with qualified resources and information. The branch also issues licences to municipal auditors and oversees municipal audits; monitors legislation, policies, procedures and programs relating to municipal financial administration and is involved with associated education programs.

416-965-6989

INTGOV AFF, PROVINCIAL MUNICIPAL AFFAIRS SECRETARIAT assesses and provides advice on provincial-municipal relations and programs. Maintains relations with municipal groups such as Municipal Liaison Committee (MLC), Assoc. of **Municipalities** of Ontario (AMO), Assoc. of Counties and Regions of Ontario (ACRO), Rural Ontario Municipal Association (ROMA) and Federation of Canadian **Municipalities** (FCM). Organizes provincial-municipal and tri-level intergovernmental consultation and conferences on joint programs of the federal, provincial and municipal governments. Publishes the

Municipal Directory annually, detailing lists of counties, districts, cities, towns, townships, etc. in Ontario, with names and addresses of key officials, population figures, etc.; and 'Background', a weekly newsletter outlining legislation, publications and provincial projects of interest to business, municipalities, etc.

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to **municipalities** & individuals. Subsidies to **municipalities** include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through **municipalities** interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-2785

NAT RES, FOREST RESOURCES BR grows seedlings in provincial nurseries for the public and for Crown reforestation. Manages Crown forests to ensure regeneration, improve quality and growth and to protect them from wild fire, insects and disease. Takes inventory of forest base, controls harvesting and audits utilization in these Crown forests. Advises private landowners on tree planting, tending of woodlots and marketing timber. Provides private landowners with direct forestry assistance under the Woodlands Improvement Act. Provides grants to **municipalities** for land acquisition, the lands to be managed by the Ministry. Develops and tests new methods and equipment related to silviculture. Holds field days for public on growing Christmas trees, maple syrup production and forest management. Through a cooperative arrangement with the Min. of Intergov't Affairs pays grants to reduce property tax on managed forests.

416-965-2745

NAT RES, PROVINCIAL PARKS BR manages provincial parks, canoe routes, water access points, snowmobile trails, waterfowl hunting areas. Also manages park campgrounds, trails and concessions. Cooperates with federal government and municipalities in planning parks and provides financial assistance to **municipalities** for park development. For general information on parks contact 965-3081 and for park vacancy reports during the summer months call 967-0427 9 A.M. to 9 P.M., seven days a week. Develops and coordinates provincial parks planning and other public recreation facilities (965-3981). Assists other government and private agencies with related planning. Contact regional or district offices listed in Appendix.

416-965-6515

NAT RES, SURVEYS & MAPPING BR NOMENCLATURE SECTION. The Ontario Geographic Names Board maintains geographical nomenclature of provincial and federal maps, charts, etc. Controls and regulates official names and naming of geographical features, unincorporated populated places and **municipalities**. See also other sections of this branch described individually.

NORAFFAIRS, REGIONAL & COMMUNITY DEVELOPMENT BRANCHES are located in each of the two area offices: Northeastern in Sudbury (705-675-5641), Northwestern in Thunder Bay (807-475-1585). The branches work in conjunction with **municipalities** and other ministries in planning development strategies to improve conditions within a community and to respond to local needs throughout Northern Ontario. They

review and monitor projects and studies to expand the economic base of the region and are involved in improving airports and telecommunications facilities.

416-965-1681

REVENUE, ASSESSMENT FIELD OPERATIONS BR, through regional offices throughout Ontario (listed in the Appendix) implements the real property assessment program and undertakes the annual enumeration program for **municipalities**, which produces municipal voters lists, lists of persons who can be called for jury duty, identification of supporters for schools and census data. The branch is also responsible for assessments prepared for the Provincial Land Tax. The branch serves municipal governments, other Ontario ministries which use data as basis for distribution of municipal grants, and other programs. Inquiries re property taxation, tax certificates, municipal voters lists, school support and municipal population should be referred to the Clerk or Treasurer of the appropriate municipality.

416-965-4858

SOL GEN, FIRE MARSHAL'S OFFICE. Fire Advisory Services (965-4858) assists **municipalities** in establishing municipal fire departments, e.g., conducts staff training & technology courses. Develops fire prevention by-laws, prepares equipment specifications. Conducts municipal fire protection surveys & fire department promotional examinations. Technical & Consulting Services (965-4858) advises ministries and agencies and participates in fire codes and advisory committees. Approves results of product tests for fire safety. Approves plans for government buildings including institutions and inspects hotels not already licensed and inspected by the Liquor Licence Board. Issues licences to lightning rod installers and agents; inspects these installations. Advisory services are conducted from Toronto and district offices (listed in the Appendix). See also other entries under Sol Gen Fire Marshal's Office.

416-965-6071

SOL GEN, ONTARIO POLICE COMMISSION ensures adequate Ontario policing by organizing, training and encouraging use of modern technology and cooperation among police in all **municipalities** for efficient law enforcement. Advises on organization of police in regional governments. Coordinates police communications and info systems (CPIC - Canadian Police Information Centre). Analyzes and disseminates criminal intelligence information (CISO - Criminal Intelligence Service, Ont.) (965-8910). Ontario Police Commission trains all levels of police personnel at Ontario Police College, Aylmer, Ontario (519-773-5361).

416-965-3281

SOL GEN, ONTARIO POLICE COMMISSION TECHNICAL SERVICES BR provides technological support and advice for all accredited police forces in Ontario. Program Development Section is involved in Computer Assisted Dispatch & Records Entry (CADRE), Canadian Police Information Centre (CPIC) network management, computer systems for police and digital communications technology. Communications Services assists in upgrading voice communications facilities for Integrated Radio Services Program (IRSP). Administers grants to police forces of **municipalities** for new radio systems under this program. Operational Support Services assists forces in operation of support systems such as Canadian Police Information Centre (CPIC).

416-965-4308

SOL GEN, OPP, INDIAN & MUNICIPAL POLICING SERVICES is responsible for Indian reserve policing in the Province of Ontario. Programs include the appointments of special constables at the request of Indian Band Councils to police their particular reserves. The OPP administers the training, salary and equipment of the special constables through the

provisions of the federal-provincial cost-sharing agreement. Municipal policing involves the drawing up of contracts with **municipalities** which have opted for policing by OPP rather than maintain their own force, and other related matters. Also provides flying patrols in the northwestern & eastern portions of the province. Police aircraft visit isolated Indian communities on a regular basis. OPP district headquarters are listed in the Appendix.

416-248-3325

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, AVIATION OFFICE develops provincial policy on aviation matters. Plans provincially funded air service. Administers financial assistance to **municipalities** for local airports. Plans and programs the construction and maintenance of remote airports. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

416-248-3621

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, MUNICIPAL ROADS OFFICE develops policy for the provision of financial assistance to all **municipalities** and groups in unorganized territories for the construction and maintenance of roads and bridges. Develops systems to assist **municipalities** in the overall programming of capital works. Administers the Urban Transportation Assistance Program. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

416-248-3785

TR & COMM, MUN-PROV TRANSPORTATION BR, TRANSIT OFFICE provides financial assistance to **municipalities** for transit operations by bus, streetcar and subway; for construction, acquisition and rehabilitation of capital assets and equipment; for transit planning studies and demonstration projects. Provides **municipalities** with technical and organizational assistance in transit operations. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

416-248-3727

TR & COMM, URBAN & REGIONAL PLANNING OFFICE provides ministry and government officials with long range travel forecasts and evaluations, transportation plans, development strategies, policies and programs. Administers planning assistance to **municipalities** for transportation planning studies.

416-965-3505

TREAS ECON, INTERGOVERNMENTAL FINANCE & GRANTS POLICY BR coordinates provincial policy on transfer payments to local sector. Advises Cabinet on proposed changes to existing provincial-municipal grants structure, including deconditionalizing of various specific grants. Develops budget options for assistance to **municipalities** and monitors Ontario's revenue sharing commitment. Advises Treasurer and Cabinet on options for and administers all unconditional grants, valued at over \$480 million in 1979. Reviews and coordinates provincial policy in federal-provincial shared-cost programs, and federal-provincial equalization formula. Provides assistance to other provincial ministries in negotiations with federal government.

416-965-2314

TREAS ECON, LIBRARY SERVICES BR operates a library which has reference materials for use by the Ministry and the Ministry of Intergovernmental Affairs and their agencies, and to a lesser extent, by other provincial and federal ministries. The Library has three indices which may be of interest to **municipalities** and the public: an index to the Private Acts of Ontario since 1867; an index and History of Incorporation for Ontario **Municipalities**

since 1792; an index to unincorporated places in Ontario. Questions on annexations, amalgamations, dissolutions of Ontario **municipalities** can be answered by this branch.

## MUSEUMS

416-878-8151

**AG & FOOD, ONTARIO AGRICULTURAL MUSEUM** in Milton, Ontario, one of the **museums** operated by the Ontario Government, houses and displays tools, implements and artifacts associated with the history of Ontario agriculture.

416-965-5399

**CULT & REC, CAPITAL SUPPORT UNIT** coordinates capital support programs of the ministry. These include capital grants (965-8433) for community recreation centres, sports facilities, arts facilities such as theatres and art galleries, exhibition spaces, **museums**, heritage conservation projects, facilities for libraries and multicultural centres. Planning & Technical Services Section (965-3034) is responsible for policy development, priority setting and program planning and evaluation of the Ministry's capital grants programs. It also provides Capital Support Unit, Ministry field offices and clients (municipalities, community groups) with planning and technical advice and information on the development of cultural and recreational facilities. Contact Field Offices listed in the Appendix.

416-965-4021

**CULT & REC, HERITAGE ADMIN BR, MUSEUMS** Assistance Program provides technical advice and financial help to **museums** owned and maintained by municipalities, Indian Band Councils and conservation authorities and to other non-profit museums. **Museums** in Northern Ontario can contact branch office located at 390 Bay St., Sault Ste. Marie (705-253-3244). See also Cult & Rec: Heritage Admin Br Architectural and Heritage Admin Br Historical for other activities of the branch.

416-978-3690

**CULT & REC, ROYAL ONTARIO MUSEUM**, incorporating the Canadiana collections (978-6738) at 14 Queen's Park Crescent West and the McLaughlin Planetarium (978-8558), is the largest of Canada's public **museums** and a major research institution with excellent collections in 20 departments. These include the arts, archaeology (e.g. Chinese, Egyptian) and the sciences (e.g. Mammalogy, Mineralogy, Entomology, Ornithology, Vertebrate Palaeontology). The departments identify objects related to their fields such as birds, insects, works of art, artifacts, etc. for information only, not for financial ends (write or call for appointment). The ROM offers tours, a Discovery Room (inviting public participation when viewing exhibits), travelling exhibitions, museumobiles, a Speakers Bureau, lectures and art instruction, showings of films, clubs for senior citizens and children. The ROM is at 100 Queen's Park Cres., Toronto.

## MUSHROOMS

Mushrooms, identification of poisonous varieties, see Cult & Rec Royal Botanical Gardens. See also Vegetables.

## MUSIC

Music, see Ontario Arts Council, also Arts

## MUTUAL BENEFIT

Mutual Benefit Societies, see CCR Financial Institutions.

**NAME CHANGES**

416-965-7351

ATT GEN, COUNTY AND DISTRICT COURTS have jurisdiction in both civil and criminal cases. Jurisdiction in civil cases is determined by nature of action and by amount claimed; in general the limit is \$7,500. Statutes under which the courts handle proceedings include: Landlord and Tenant, Change of Name (applications for **name changes**) Unconscionable Transactions Relief Act (excessive cost of loans) and Mental Incompetency (rights of the mentally incompetent). Persons rarely appear without legal counsel and in many cases either party may require trial by judge and jury. Criminal jurisdiction involves handling of trials, with or without jury, of all indictable offences with the exception of murder, piracy on the high seas and sedition. For inquiries in the Judicial District of York, contact County Court Clerk, 965-7351. Elsewhere, contact appropriate county or district court.

416-965-1687

CCR, OFFICE OF THE REGISTRAR GENERAL registers and records Ontario births, deaths, marriages and still-births. It also keeps adoption, divorces and **name changes** records. Statistics relating to births, deaths, marriages, divorce and still-births are compiled annually. Plastic, paper and certified photocopies of birth, death and marriage certificates are provided to those entitled on application and payment of \$3.00 each. For correction of errors in registrations, contact Amendments Section, 965-2260. Under the Marriage Act certificates of registration are issued to people authorized to perform marriages in Ontario. Contact Marriage Office, 965-2026. Contact Office of the Registrar General or local municipal office for advice on registration of births or deaths.

**NAMES**

Official names of geographic features, unincorporated populated places and municipalities, see Nat Res Surveys & Mapping Br Nomenclature. Corporation Names, see CCR Companies Services Br Corporation Names. Corporation Style Names, see CCR Companies Services Br Partnerships.

**NAT RES ADMINISTRATIVE SERVICES BR**

416-965-5134

NAT RES, ADMINISTRATIVE SERVICES BR, besides the usual administrative services functions, operates a public service centre which serves the public through these units: Aerial Photo Unit (965-1123) which provides aerial photographs; Map Unit (965-6511) which provides topographical and geographical maps including canoe routes; Mines Publications Unit (965-1348) which provides publications on mining; and Hunting and Fishing Licences Sales (965-6512). Hunting and fishing licences are also available from ministry regional or district offices (listed in the Appendix) and some sporting goods stores. For a description of administrative service functions, see first entry under Administrative Services. The branch also provides information on frog, turtle & snake identification (965-5134).

**NAT RES ALGONQUIN FORESTRY AUTHORITY**

705-789-9647

NAT RES, ALGONQUIN FORESTRY AUTHORITY in Huntsville, Ontario is a Crown corporation responsible for harvesting timber in Algonquin Provincial Park and for supplying logs to designated mills. It operates under volume agreement with the Ministry of Natural Resources.

**NAT RES AVIATION & FIRE MANAGEMENT CENTRE**

705-942-1800

NAT RES, AVIATION & FIRE MANAGEMENT CENTRE in Sault Ste. Marie operates a fleet of aircraft for forest fire detection and suppression, resources management, aerial surveys, aerial photographs, mercy flights, search and rescue missions and transportation. Organizes fire control planning and warden systems. Conducts provincial fire control operations, research and development of forest fire equipment and systems, and forest fire training and prevention. Establishes interprovincial agreements and cooperates with municipalities, railway and forest industries on forest fire prevention and control.

**NAT RES CAN-ONT RIDEAU-TRENT-SEVERN SECRETARIAT**

705-743-9311

NAT RES, CAN-ONT RIDEAU-TRENT-SEVERN SECRETARIAT coordinates implementation of the Canada-Ontario Rideau-Trent-Severn (CORTS) agreement signed in February, 1975 by the federal Minister of Indian Affairs and Northern Development and the provincial Minister of Natural Resources. The agreement provides for coordinated planning and development of the recreational land corridor and waterway between Ottawa and Georgian Bay. Objectives include a pollution-free environment, adequate public recreation areas and adequate commercial and private development.

**NAT RES CONSERVATION AUTHORITIES BR**

416-965-6283

NAT RES, CONSERVATION AUTHORITIES BR encourages the conservation, development and utilization of water and related land resources by providing policy, funding assistance, management and planning direction to Conservation Authorities, autonomous bodies established under the Conservation Authorities Act. Provides grants to support resource management projects initiated and undertaken by the Authorities. These include water and land management programs (flood plain mapping, environmental assessments, flood control works, such as dams, channel improvements and erosion control structures) and conservation and recreation land management programs (reforestation and woodlots management, wildlife management, outdoor recreation information and education).

**NAT RES ENGINEERING SERVICES BR**

416-965-1271

NAT RES, ENGINEERING SERVICES BR is responsible for design, construction and maintenance of dams, docks and other hydraulic structures and improvements. Does special engineering, water management, shoreline management and hydrology studies to prevent flooding and erosion. Also coordinates resource access construction and maintenance (e.g., water access and road programs). Administers The Lakes and Rivers Improvement Act which regulates the construction and operation of dams and diversions in the province.

**NAT RES FINANCIAL SERVICES BR**

416-965-2761

NAT RES, FINANCIAL SERVICES BR, besides the financial management and accounting functions as outlined in the first entry under Accounting, is responsible for appropriations control, development of accounting and costing systems, financial and cost analyses, pre-audit controls and procedures. Prepares claims under federal-provincial agreements; controls collateral securities and collects records and reports on revenue from timber operations, sales and leases of Crown land, mining operations, provincial parks operations, fish and wildlife licences and sundry other cash receipts. For fish and wildlife (hunting) licences sale, see

Nat Res Administrative Services Br or contact ministry regional or district offices (listed in the Appendix).

## **NAT RES FISHERIES BR**

416-965-7883

NAT RES, FISHERIES BR provides information on fishing conditions and regulations, open seasons, limits, licences, fish farming regulations, fish identification and conservation, hatcheries and sanctuaries, lamprey identification, mercury levels, freeze-up and break-up. Commercial Fish Section (965-3345) coordinates, regulates and issues licences for all commercial fishing in Ontario. The branch conducts biological and environmental research and provides information on scientific fish management at Maple (832-2761) and through research stations located at Glenora, Sault Ste Marie, Thunder Bay, Wheatley; Harkness Laboratory in Algonquin Park and South Baymouth Laboratory at Tehkummah. Can also supply information on the physical and chemical characteristics and improvement of lakes, rivers and streams as well as depth charts, shorelines, water access and fishing maps. Provides liaison with the Federal government on boating restriction regulations and Small Craft Harbours and answers related inquiries (965-7887). For local information and guidance contact district offices listed in the Appendix.

## **NAT RES FOREST REGENERATION SPECIAL ADVISOR**

416-965-3040

NAT RES, FOREST REGENERATION SPECIAL ADVISOR develops procedures to authorize the forest industry, primarily pulp and paper companies, to take on responsibility for management of forests on certain Crown forest lands.

## **NAT RES FOREST RESOURCES BR**

416-965-2785

NAT RES, FOREST RESOURCES BR grows seedlings in provincial nurseries for the public and for Crown reforestation. Manages Crown forests to ensure regeneration, improve quality and growth and to protect them from wild fire, insects and disease. Takes inventory of forest base, controls harvesting and audits utilization in these Crown forests. Advises private landowners on tree planting, tending of woodlots and marketing timber. Provides private landowners with direct forestry assistance under the Woodlands Improvement Act. Provides grants to municipalities for land acquisition, the lands to be managed by the Ministry. Develops and tests new methods and equipment related to silviculture. Holds field days for public on growing Christmas trees, maple syrup production and forest management. Through a cooperative arrangement with the Min. of Intergov't Affairs pays grants to reduce property tax on managed forests.

## **NAT RES INFORMATION SERVICES BR**

416-965-2756

NAT RES, INFORMATION SERVICES BR is the information service for the Ministry of Natural Resources. For a description of activities, see first entry under Information Service.

## **NAT RES INTERNAL AUDIT BR**

416-965-4087

NAT RES, INTERNAL AUDIT BR is responsible for the ministry's audit function. For a description of the function, see first entry under Audit.

**NAT RES LAND USE COORDINATION BR**

416-965-2899

NAT RES, LAND USE COORDINATION BR establishes methods and procedures to coordinate planning for the use of Crown land particularly to increase the number of cottage lots provided on Crown land in Northern Ontario. Participates in land use planning done by other ministries. Prepares lake plans and conducts studies to determine the suitability of small Crown lakes and rivers for recreation activities, particularly cottaging. Coordinates the preparation of environmental assessments for the Ministry subject to the Environmental Assessment Act, 1975 (965-5344). Coordinates the input to and review of plans of municipalities and other agencies relative to this ministry's plans and programs.

**NAT RES LANDS ADMINISTRATION BR**

416-965-1316

NAT RES, LANDS ADMINISTRATION BR, Acquisition Section (965-2738) acquires land for ministry needs. Public Lands Section (965-2741) is responsible for the disposition and management of Crown land including cottage lots and water lots; also answers general inquiries. Mining Lands Section (965-1323), is responsible for issuing licences to prospectors, registration and disposition of Crown mining lands; licensing of sand and gravel removals from Crown land (965-6918). Titles Section (965-1319) issues Crown leases, land patents (Crown patents), licence of occupation. Can give information (from the Domesday Book) on land that was formerly Crown land. Maintains acreage tax rolls; carries out forfeiture process for patented mining lands.

**NAT RES LEGAL SERVICES BR**

416-965-2748

NAT RES, LEGAL SERVICES BR provides legal services for the Ministry of Natural Resources. For a description of branch activities, see first entry under Legal Services.

**NAT RES MANAGEMENT IMPROVEMENT**

416-965-4143

NAT RES, DIRECTOR OF MANAGEMENT IMPROVEMENT has the overall responsibility for directing and coordinating the implementation of the decisions regarding changes to management organization, systems procedures and practices in the Ministry.

**NAT RES MINE TAX ASSESSMENT**

416-965-1062

NAT RES, MINE TAX ASSESSMENT Section, under the Mineral Resources Br issues annual assessment (tax) notices to Ontario mining companies on the basis of profit. Administers the Mining Tax Act.

**NAT RES MINERAL RESOURCES BR**

416-965-1559

NAT RES, MINERAL RESOURCES BR develops and administers mineral resources policies. Maintains statistics on mineral economics (965-1016) and determines availability of resources such as metals, industrial minerals, nonmetals and petroleum. Issues precious metals refinery licences. Administers the Pits & Quarries Control Act (965-3127), Petroleum Resources Act, Section 113 of the Mining Act. Petroleum Resources Section (965-1981) issues licences to lease property for the purpose of producing natural gas or oil or for geochemical and geophysical exploration. Issues permits to drill wells and to operate machinery.

## **NAT RES MINING AND LANDS COMMISSIONER**

416-965-1824

NAT RES, MINING AND LANDS COMMISSIONER exercises administrative and judicial duties under The Mining Act, The Mining Tax Act 1972 and The Beach Protection Act and such duties of the Minister of Natural Resources as are assigned by regulation. Examples of such jurisdiction are extension orders, the granting of relief from forfeiture and dispute and hearing of appeals. Contact Queen's Park or regional offices listed in the Appendix.

## **NAT RES NIAGARA PARKS COMMISSION**

416-356-2241

NAT RES, NIAGARA PARKS COMMISSION in Niagara Falls, Ontario operates a 56 kilometre system of parks along the Niagara River including recreation areas, scenic attractions, historic sites. The Niagara Parks Commission also runs a Horticultural School.

## **NAT RES OFFICE OF INDIAN RESOURCE POLICY**

416-965-6045

NAT RES, OFFICE OF INDIAN RESOURCE POLICY researches and responds to specific Indian land claims and problems. Keeps the Ministry aware of the possible extent of future land claims. Develops Ministry positions and prepares recommendations to Cabinet. Does research in consultation with other ministries, the Federal Government, Indian Band Councils and native peoples associations. On the direction of Cabinet, negotiates the settlement of valid land claims with the Indian people involved. Coordinates and/or initiates ministry policy development that has a significant impact on native peoples, i.e. wild rice, hunting and fishing and treaty rights, land allocation, etc.

## **NAT RES ONTARIO FOREST RESEARCH CENTRE**

416-832-2761

NAT RES, ONTARIO FOREST RESEARCH CENTRE in Maple, Ontario and four field offices in Sault Ste Marie, Dorset, Midhurst and Thunder Bay provide scientific and technical knowledge and information to improve the management of forests in Ontario. Main research effort is biological and ecological rather than technological or economic, aimed at regeneration and improvement of forests.

## **NAT RES ONTARIO GEOLOGICAL SURVEY**

416-965-0190

NAT RES, ONTARIO GEOLOGICAL SURVEY provides information on the geological and mineral resources of Ontario for development of policy on management of non-renewable resources, for land use planning and for exploration and development of Ontario's mineral wealth. Activities include geological, geophysical and geochemical surveys, mineral deposit studies, geochronology studies, development of new exploration techniques, presentation of classes & lectures on minerals. Analytical laboratory provides identification, chemical analyses and assays of mineral, rock and ore samples. The branch administers the Mineral Exploration Assistance Program to encourage approved mineral exploration in designated areas, and the geoscience research grants program to aid geoscience research at Ontario universities. Operates the Mining Library (965-1352). Published maps, reports, brochures, unpublished files & analytical services are used by the public, prospectors, mining companies, universities & government agencies. There are Regional Geologists in regional offices & Resident Geologists in Red Lake, Sioux Lookout, Kirkland Lake & Sudbury districts (see Appendix).

**NAT RES PERSONNEL BR**

416-965-2707

NAT RES, PERSONNEL BR performs the personnel functions for the Ministry of Natural Resources. For a description of branch activities, see first entry under Personnel. For personnel records call 965-3961; seasonal employment inquiries 965-1258. Also hires qualified 17 year old persons as junior rangers (965-1258). There are personnel officers in each of the Ministry's eight Regional Offices.

**NAT RES POLICY & PRIORITIES**

416-965-8422

NAT RES, POLICY & PRIORITIES Office assists the Deputy Minister by providing support, advice and information to existing policy planning mechanisms. Assesses and ensures the widest and earliest consideration to long-range policy proposals. Ensures liaison with the Cabinet, Cabinet Committees and other Ministries.

**NAT RES PROGRAM MANAGEMENT EVALUATION**

416-965-5537

NAT RES, PROGRAM MANAGEMENT EVALUATION has three main functions: to develop a Management Information System to serve the needs of managers; to improve output units used by the Ministry for Management-by-Results and to streamline the reporting process; and to develop and implement a practical system of operational audits throughout the Ministry in order to improve the effectiveness and efficiency of Ministry programs.

**NAT RES PROVINCIAL PARKS BR**

416-965-2745

NAT RES, PROVINCIAL PARKS BR manages provincial parks, canoe routes, water access points, snowmobile trails, waterfowl hunting areas. Also manages park campgrounds, trails and concessions. Cooperates with federal government and municipalities in planning parks and provides financial assistance to municipalities for park development. For general information on parks contact 965-3081 and for park vacancy reports during the summer months call 967-0427 9 A.M. to 9 P.M., seven days a week. Develops and coordinates provincial parks planning and other public recreation facilities (965-3981). Assists other government and private agencies with related planning. Contact regional or district offices listed in Appendix.

**NAT RES PROVINCIAL PARKS COUNCIL**

416-965-3981

NAT RES, PROVINCIAL PARKS COUNCIL advises the Minister of Natural Resources on policy, planning, development and management of Ontario Provincial Parks in relation to Ontario's changing recreational needs. Monitors and makes recommendations on the implementation of Algonquin Park Master Plan.

**NAT RES REGIONAL OFFICES**

NAT RES, REGIONAL OFFICES. There are eight Ministry of Natural Resources Administrative Regions: four in Northern Ontario and four in Southern Ontario. Coordination of policy and delivery of services in these regional offices are administered by the Office of the Assistant Deputy Minister of Northern Ontario in Thunder Bay (807 475-1271), and the Office of the Assistant Deputy Minister of Southern Ontario in Queen's Park, Toronto (416 965-7783). There are several district offices in each region (see Appendix for list). These offices serve the public and local area interests on matters relating to: the harvesting of

Crown timber, minerals, fish and wildlife, forest management, public lands and waters. The Northern Ontario regional and district offices are also involved with forest fire control planning and aviation service for fire detection and suppression and resources surveys.

**NAT RES ST CLAIR PARKWAY COMMISSION**

519-862-2291

NAT RES, ST CLAIR PARKWAY COMMISSION in Corunna is responsible for the establishment of a parkway along the St. Clair River from Point Edward on Lake Huron to Mitchell's Bay on Lake St. Clair. The St Clair Parkway Commission is a joint program of parks and recreation development by the Province of Ontario, County of Lambton, County of Kent, City of Chatham and the City of Sarnia.

**NAT RES ST LAWRENCE PARKS COMMISSION**

613-543-2951

NAT RES, ST LAWRENCE PARKS COMMISSION, Morrisburg, Ontario operates and maintains parks, campgrounds and historic sites from the Ontario-Quebec border to 30 miles west of Kingston on Highway 33. Historic sites are Old Fort Henry at Kingston and Upper Canada Village east of Morrisburg. Other facilities include a Wildfowl Sanctuary, an 18 hole golf course, a railroad museum, nature trails and Pioneer and Loyalist memorials. Winter recreation facilities include cross-country skiing, snowmobiling, tobogganing, snowshoeing. A maple sugar bush, skating and horse drawn sleigh rides operate at Upper Canada Village. A marina and riding stable are operated as concessions on Commission lands.

**NAT RES SURVEYS & MAPPING BR**

416-965-6225

NAT RES, SURVEYS & MAPPING BR provides topographical and cadastral descriptions of the land base. Branch Director is Surveyor General (965-6225). Cartography Section (965-4743) produces planimetric, geological and other thematic maps illustrating ministry field surveys. Drafting Services Section (965-7108) provides drafting, mapping and graphics support to the ministry. Maps are distributed by the Map Unit, Administrative Services Br (965-6511). Geographical Referencing Section (965-4538) carries out technical studies in automated cartography and associated digital information systems. Operates and maintains provincial control survey data bank, sets standards for control surveys and establishes base lines for instrument calibration. Cadastral Surveys Section (965-2714) installs and maintains control surveys. Has data from ministry and private surveyors on resurveys of township boundaries and Crown land surveys prior to their disposition under statute. See also other sections of this branch described individually.

**NAT RES SURVEYS & MAPPING BR MAPPING**

416-965-4941

NAT RES, SURVEYS & MAPPING BR MAPPING SERVICES provides information and liaison on mapping programs and services. Develops mapping standards and programs. Coordinates the establishment of priorities. Handles contracts with industry for mapping products (e.g. maps). Ontario Basic Mapping Section operates the Ontario Basic Mapping and the Regional Priority Mapping programs of topographic mapping designed to map Ontario within thirteen years and to provide a common base for geographically referenced information. Maps are distributed by the Map Unit, Administrative Services Br (965-6511). See also other sections of this branch described individually.

**NAT RES SURVEYS & MAPPING BR NOMENCLATURE**

416-965-6515

**NAT RES, SURVEYS & MAPPING BR NOMENCLATURE SECTION.** The Ontario Geographic Names Board maintains geographical nomenclature of provincial and federal maps, charts, etc. Controls and regulates official names and naming of geographical features, unincorporated populated places and municipalities. See also other sections of this branch described individually.

**NAT RES SURVEYS & MAPPING BR REMOTE SENSING**

416-965-8411

**NAT RES SURVEYS & MAPPING BR REMOTE SENSING.** The Ontario Centre for Remote Sensing serves the provincial government by providing special-mission aerial photographs and interpreting air-borne and space-borne imagery. Provides remote sensing information to the public. See also other sections of this branch described individually.

**NAT RES TIMBER SALES BR**

416-965-2731

**NAT RES, TIMBER SALES BR** is responsible for managing and licensing timber sales in Ontario. Contact regional or district offices listed in the Appendix.

**NAT RES WASAGA PARK PROJECT**

705-429-2516

**NAT RES, WASAGA PARK PROJECT.** As part of a broader program of conserving areas containing unique natural resources and providing for public access to a large, high quality natural beach, the province has undertaken the development of a year-round recreational community at Wasaga Beach. This inter-ministry project involves integrated planning by Treasury & Economics, Intergov't. Affairs, Transportation & Communications, Environment, Natural Resources, Housing, Industry & Tourism. The second 5-year phase incorporating arterial road improvements and installation of sewage and water facilities commenced in 1978-79 upon Cabinet approval. The Min. of Natural Resources coordinates project. Write: Box 183, Wasaga Beach, L0L 2P0.

**NAT RES WILDLIFE BR**

416-965-4251

**NAT RES, WILDLIFE BR** manages Ontario's wildlife resources: manages habitat; reviews and recommends management practices and policy; recommends and enforces related laws and regulations; manages wildlife including moose, deer, bear, upland game, waterfowl, endangered species and all flora & fauna excluding fish. Measures hunter participation and harvest; determines hunting seasons; operates Provincial Wildlife Areas for wildlife-oriented recreation. Reviews land use planning and resources development in Northern Ontario to ensure that wildlife interests are considered. Conducts research on wildlife management, diseases and behavior (Maple, 832-2761). Contact regional or district offices listed in the Appendix. See also Nat Res Wildlife Br Wildlife Services Section for other activities of this branch.

**NAT RES WILDLIFE BR WILDLIFE SERVICES**

416-965-3345

**NAT RES, WILDLIFE BR, WILDLIFE SERVICES SECTION** regulates use of furbearers and issues licences to fur buyers and tanners. Administers resource development agreement between the Ontario Ministry of Natural Resources and the federal Department of Indian

Affairs and Northern Development to develop Ontario renewable natural resources for the improvement of social and economic status of native peoples. Hunter Training Safety Program (965-4251) certifies hunter safety instructors and trains Ministry hunting licence examiners. See also Nat Res Wildlife Br. Contact regional or district offices listed in the Appendix.

## NATIVE PEOPLES

Native Peoples, see also Indian Band Councils

416-484-1411

ATT GEN, NATIVE COURT WORKER PROGRAM, Programs Admin Div, was initiated in 1972 by the Province of Ontario and the Federal government to meet the needs of **native peoples** who may be at a disadvantage when appearing before the courts. The Ontario Federation of Indian Friendship Centres is responsible for operating the program in 20 centres throughout the province.

COMM SOC, CHILDREN'S SERV DIV, DAY NURSERIES PROGRAM supervises and issues licences to nursery schools, day care centres and private home day care agencies. Provides information and consultation to provincial associations and groups regarding development of programs, staffing and legislation, and special day care programs (e.g. for **native peoples**, handicapped, etc.). Provides financial assistance to municipalities, approved groups who are incorporated and Indian Band Councils to establish day nurseries and to municipalities to provide financial assistance to eligible individuals seeking day care. Maintains statistics on day nurseries. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-750-3475

CORR SERV, NATIVE PROGRAM DEVELOPMENT, Community Program Development Br. This area is responsible for the development of policies related to the problems of **native peoples** who are inmates in Ontario correctional institutions and for the coordination and development of community-based and institutional programs directed to the needs of native inmates. Provides liaison with native organizations of Ontario. The Ministry provides scholarships for native students who have been accepted for full-time studies in the social sciences at an Ontario community college or university. Completion of studies will lead to work in the corrections field. Write to the Regional Personnel Administrator, Min. of Correctional Services, 229 Edmund St., Sudbury, Ont. P3E 1M1. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Restitution Program Development and Corr Serv Volunteer Programs.

416-893-1121

CULT & REC, McMICHAEL CANADIAN COLLECTION, an art gallery in a beautiful setting in Kleinberg has an extensive collection of the works of Canadian artists including Tom Thompson, Emily Carr, David Milne, Clarence Gagnon, J. W. Morrice and the Group Of Seven. Original Group of Seven members were A. Y. Jackson, Lawren Harris, J. E. H. MacDonald, Franklin Carmichael, Arthur Lismer, Frederick H. Varley, Frank H. Johnston. A. J. Casson, Edwin Holgate and LeMoine FitzGerald joined later. Also included are works of art by **native peoples**. The collection is open every afternoon except Monday. All mornings and all day Monday are reserved for school tours by appointment.

416-965-5003

CULT & REC, NATIVE COMMUNITY BR provides consultative services, information and referral services and financial assistance to assist Ontario **native peoples** in both on-reserve and off-reserve communities in gaining full access to existing services of ministries.

and in the development of self-determination and community leadership and initiative. Where provincial funding channels do not exist, the Branch provides grants to stimulate native initiated projects from Indian Band Councils or incorporated bodies. Also advises Ontario Government ministries and agencies on programs and policies to encourage direct communication between **native peoples** and government. Contact main office or field offices listed in the Appendix.

416-965-6763

CULT & REC, RESOURCE CENTRE and Library under the Communications Br maintains an up-to-date collection of books, pamphlets, films, video-tapes and teaching materials which are made available to all Ministry staff and any community organization involved in cultural or recreational programs. These materials cover various subjects such as community development, multiculturalism, informal education, language training, recreation, leisure, retirement planning, human relations, prejudice, theatre, arts and crafts, **native peoples**, disabilities, librarianship, volunteerism. Staff can assist in searching materials. Contact Resource Centre in Toronto; other areas contact field offices listed in the Appendix.

416-965-5982

EDUC, CURRICULUM BR produces curriculum guidelines, resource material and circulars for use in Ontario from Kindergarten to Grade 13, and annotated lists of Canadian materials for use with above guidelines. Initiates and coordinates curriculum input to the ministry and implements curriculum policies. Administers the Book Purchase Plan which provides copies of newly approved textbooks to schools. Implements metric conversion in primary and secondary schools. Administers the ministry's Canadian Learning Materials Fund which enables publishers, media producers, non-profit organizations and individuals to develop new Canadian learning materials. Promotes community use of schools. Supports elementary and secondary school broadcasts and related services through liaison with the Ontario Educational Communications Authority (OECA). Develops materials for courses about and for **native peoples**.

416-965-6045

NAT RES, OFFICE OF INDIAN RESOURCE POLICY researches and responds to specific Indian land claims and problems. Keeps the Ministry aware of the possible extent of future land claims. Develops Ministry positions and prepares recommendations to Cabinet. Does research in consultation with other ministries, the Federal Government, Indian Band Councils and **native peoples** associations. On the direction of Cabinet, negotiates the settlement of valid land claims with the Indian people involved. Coordinates and/or initiates ministry policy development that has a significant impact on **native peoples**, i.e. wild rice, hunting and fishing and treaty rights, land allocation, etc.

416-965-3345

NAT RES, WILDLIFE BR, WILDLIFE SERVICES SECTION regulates use of furbearers and issues licences to fur buyers and tanners. Administers resource development agreement between the Ontario Ministry of Natural Resources and the federal Department of Indian Affairs and Northern Development to develop Ontario renewable natural resources for the improvement of social and economic status of **native peoples**. Hunter Training Safety Program (965-4251) certifies hunter safety instructors and trains Ministry hunting licence examiners. See also Nat Res Wildlife Br. Contact regional or district offices listed in the Appendix.

## NATURAL GAS

416-965-7627

CCR, FUELS SAFETY BR which administers the Ontario Energy Act, strives to prevent loss of life, bodily injury and property damage by controlling safety hazards which can arise from the transmission, distribution and utilization of fuels such as **natural gas**, oil and propane, and the transport, storage and handling of gasoline. Issues certificates and licences (including contractors' licences for heating and air conditioning) and audits such operations.

416-965-7021

ENERGY, CONVENTIONAL ENERGY PROGRAM is responsible for conventional energy policy development in the areas of crude oil, **natural gas**, coal, uranium, petro-chemicals and petroleum products and electrical energy including nuclear power. For information on the general role of this ministry see Energy The Ministry of Energy.

416-965-6276

ENERGY, ONTARIO ENERGY CORPORATION was established in 1975 to invest in or otherwise participate in energy related projects in Canada or elsewhere. The Ontario Energy Corporation participated in the Syncrude Project from 1975 to the end of 1978. In addition, the Corporation is involved in the Polar Gas Project to study the feasibility of bringing **natural gas** from the Arctic Islands to markets in southern Canada. Another recent venture is the coordination of commercial application of by-product power from Ontario's nuclear power stations.

416-965-1559

NAT RES, MINERAL RESOURCES BR develops and administers mineral resources policies. Maintains statistics on mineral economics (965-1016) and determines availability of resources such as metals, industrial minerals, nonmetals and petroleum. Issues precious metals refinery licences. Administers the Pits & Quarries Control Act (965-3127), Petroleum Resources Act, Section 113 of the Mining Act. Petroleum Resources Section (965-1981) issues licences to lease property for the purpose of producing **natural gas** or oil or for geochemical and geophysical exploration. Issues permits to drill wells and to operate machinery.

416-965-2851

ONTARIO ENERGY BOARD regulates certain phases of the **natural gas** industry in Ontario including rates and charges, designation and authorization of storage areas, construction of transmission lines, expropriation for **natural gas** pipelines, franchises for **natural gas** companies to serve designated areas. Acts upon references by the Minister of Energy about wholesale Ontario Hydro rates, and by the Lieutenant Governor in Council on any questions about energy. The Board answers to the Legislature through the Minister of Energy.

## NATURAL RESOURCES

Natural Resources, Ministry of, see NAT RES Branch Name

## NEW COMMUNITIES

New Communities, see also Housing North Pickering Project and Housing Townsend Community Development Project.

416-965-9164

HOUSING, MARKETING & LONG TERM PLANNING BR is responsible for long term market analysis, marketing and planning for all provincial land held by the Ontario Land Corporation for residential, commercial and industrial development (e.g., industrial parks). Responsibility includes related long term financial and economic planning and capital

financing. Major developments in the land development program include the **new communities** of North Pickering and Townsend and projects in Malvern, Saltfleet, Hamilton Mountain, Kitchener and Windsor. For information on the North Pickering and Townsend Projects, see Housing North Pickering Project and Housing Townsend Community Development Project. For information on land available for lease contact Housing Land Operations Br (965-0250) for North Pickering, AG & Food Foodland Development Br (965-9433) for agricultural land, and Govt Serv Realty Services Br Property Administration (965-2040) for the other areas.

416-965-2512

HOUSING, ONTARIO LAND CORPORATION (OLC) is the corporate vehicle for the Ministry's Land Development Wing, responsible for planning, developing and marketing all provincially-owned land acquired for development, including the **new communities** of Townsend and North Pickering.

## NEW DEMOCRATIC PARTY CAUCUS OFFICE

416-965-6494

NEW DEMOCRATIC PARTY CAUCUS OFFICE. Each Member of Provincial Parliament (MPP) belonging to the New Democratic Party (NDP) belongs to the NDP Caucus. The Caucus Office answers and deals with inquiries from the public and from other governmental jurisdictions about caucus policies and activities, etc. For general information, phone 965-6494. To contact NDP Research Office, phone 965-5392. Each member of the Provincial Parliament has a Constituency Office to serve the needs of the people whom he or she represents (see list in the Appendix).

## NIAGARA ESCARPMENT

416-877-5191

NIAGARA ESCARPMENT COMMISSION (in Guelph) responsibility is to prepare a proposed plan for the maintenance of the Niagara Escarpment and land in its vicinity substantially as a continuous natural environment and to ensure a balanced future use of the Escarpment lands through interim development control until completion & legislation of the proposed land-use plan. Commission reports to the Legislature through the Provincial Secretary for Resources Development. Development permit applications for Dufferin County & Regional Municipalities of Halton & Peel are handled by Georgetown office, 232 Guelph St., L7G 4B1. There are sub-offices for Bruce, Grey and Simcoe Counties (11-13 Marsh St., Clarksburg, N0H 1J0, 519-599-3340) & Grimsby for the Regional Municipalities of Hamilton-Wentworth & Niagara (166 Main St. W., L3M 1S3, 416-945-9235). From Toronto and Brampton call 453-2468.

416-681-1555

HOUSING, NIAGARA ESCARPMENT DEVELOPMENT CONTROL Hearing Office in Burlington conducts hearings on appeals from decisions made by the **Niagara Escarpment Commission**.

416-965-6418

HOUSING, OPERATIONS & DEVELOPMENT CONTROL Br administers Minister's zoning orders, part-lot control by-laws, validation of title, & road closing applications. Comments to the Ont. Municipal Board on municipal zoning by-laws. Coordinates delegation of Minister's powers to local jurisdictions (e.g., transfer of local official plans approvals to regional municipalities & land severance approvals to Northern Ontario planning boards). Monitors land severance decisions of delegated boards, committees of adjustment & land division committees. Administers land severance applications in Northern Ontario. Reviews applications for municipal annexations, quarries & pipelines. Processes

**Niagara Escarpment Dev Control** appeals. Provides technical, administrative & statistical support for the Plans Admin. Div. Coordinates ministry review of environmental assessments. Prepares publications on the planning process. Takes part in special projects (e.g., review of land use planning reports).

## NIAGARA PARKS COMMISSION

416-356-2241

**NAT RES, NIAGARA PARKS COMMISSION** in Niagara Falls, Ontario operates a 56 kilometre system of parks along the Niagara River including recreation areas, scenic attractions, historic sites. The **Niagara Parks Commission** also runs a Horticultural School.

## NOISE

416-965-2531

**ENV, ENVIRONMENTAL APPEAL BOARD** hears appeals of persons affected by certain decisions or orders of local health authorities in the area of private sewage disposal, and of the Ministry of the Environment in the areas of water and sewage, waste disposal, air and **noise** pollution, in accordance with the Ontario Water Resources Act, 1970 and the Environmental Protection Act, 1971.

416-965-3054

**ENV, POLLUTION CONTROL BR NOISE POLLUTION** Control Section deals with the control of **noise** emissions and comments on the relationship between new and existing land use and **noise** sources (e.g. industry, highways, railways and aircraft). Develops acoustics criteria and standards (965-1193). Monitors blast concussion and ground vibration levels from operating pits and quarries in response to complaints. Promotes the Model Municipal **Noise** Control By-Law for adoption by municipalities and assists in training of **noise** control officers. The publication, 'Model Municipal **Noise** Control By-Law, Final Report' is available at \$3 per copy from the Ontario Government Bookstore, 880 Bay St., Toronto (965-2054). For inquiries on **noise** pollution contact the ministry's regional and district offices listed in the Appendix. In Metro Toronto this Section (965-4071) will respond to **noise** complaints or refer callers to the proper municipal office where there is a municipal noise control by-law.

416-248-3771

**TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR**, through the Acoustics Research Program studies **noise** from highways and other transportation components to: reduce excessive noise, understand its effects and develop standards for control. Develops **noise** barriers; studies **noise** of pavement surfaces and traffic, and assesses impact of trains.

416-248-7191

**TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR**, through the Drivers & Vehicles Research Program improves safety and operational efficiency of road transportation by studying driver, vehicle and roadway operating characteristics, i.e., effectiveness of seat belt legislation and lowered speed limits, drinking and driving, driver education. Improves public transit service acceptability by studying rider attitudes, preferences and behaviour concerning conventional modes of transportation. Studies social impact of ministry undertakings through citizen involvement procedures. This includes effect of **noise**, impact of constructing new roads and highways and effect of energy future.

416-248-3771

**TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR**, through the Transit Systems Program conducts research in: Wheel-Rail Technology (e.g. study & simulation of stability and curving of rail vehicles, **noise** generated by wheel-rail interaction); Transit

Infrastructure (e.g. elevated guideway design for light rail transit, simulation studies of vehicle & guideway interactions, establishment of Ont. highway bridges design codes); Electrical Motor Performance with respect to vehicle propulsion and performance studies of battery-powered electric vehicles; Other Transit Systems Applications, e.g. car pooling, dial-a-bus, transit demand modelling, bus applications & operations, computer modelling of various operating strategies; Transit Systems Reliability to aid in planning of maintenance facilities & spares provision and to develop reliability models for different transit systems.

## NON-PROFIT CORPORATIONS

Non-Profit Corporations, see also Charitable Organizations

416-963-0387

CCR, COMPANIES SERVICES BR processes articles of incorporation, articles of amendment of business corporations, and applications for incorporation of churches, **non-profit corporations** and cooperatives, and issues letters patent (charters) with respect to them. Processes applications for licences in mortmain and extra-provincial licences. See also other sections of this branch described separately.

416-963-0373

CCR, COMPANY LAW BR provides legal counselling to the Companies Division and handles inquiries of legal nature from the public about: incorporation of business and **non-profit corporations**, licences in mortmain, extra-provincial licences, registration of partnerships and sole proprietorships, names and name style registration by corporations, and registration of securities registered against the personal property of corporations, e.g. corporate bonds, debentures, trust indentures and corporate mortgages. This includes sorting out deficiencies in the applications submitted to the Companies Services Branch.

## NON-PROFIT HOUSING CORPORATIONS

HOUSING, COMMUNITY HOUSING, NON-PROFIT HOUSING CORPORATIONS. Various forms of assistance are available to provincially and municipally-owned **non-profit housing corporations** whose main purpose is to supply adequate low-rental and rent-geared-to-income accommodation for families and individuals. The Ministry of Housing is responsible for the project review, approval and inspection process. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs see Housing Community Housing, Program name. To apply for this type of housing contact local municipal offices to confirm if municipal **non-profit housing corporations** exist in the community.

HOUSING, COMMUNITY HOUSING, SENIOR CITIZEN & FAMILY. This Ministry is responsible for the project review, approval and inspection for various forms of assistance available to provincially and municipally-owned **non-profit housing corporations** whose main purpose is to supply adequate moderate rental housing for families, individuals and senior citizens. The Ministry also administers programs to allow Ontario Housing Corporation and municipal housing corporations to develop public housing to meet the needs of low-income families and senior citizens. Programs are administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing Program name. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or housing authority (see Appendix for list).

## **NORAFFAIRS**

**NORAFFAIRS, THE MINISTRY OF NORTHERN AFFAIRS** coordinates Ontario Government services in Northern Ontario; promotes projects & programs and gives people of the North a greater say in government. Toronto Office comprises the Minister's and Deputy Minister's offices, the Planning & Admin Div including Information Services, Financial & Program Planning, Policy Development, Administration & Support services. Ministry business including the Isolated Community Assistance Fund (ICAF) for unorganized territories is carried out in the North through two regional offices: Northeastern in Sault Ste. Marie, Northwestern in Kenora. Each region, headed by an Ass't. Deputy Minister, has a Community Relations Br and a Regional & Community Development Br located in the area offices: Northeastern in Sudbury, Northwestern in Thunder Bay. Northern Affairs offices located through the North deliver ministry services. For Branch functions see Noraffairs Branch Name.

## **NORAFFAIRS COMMUNITY RELATIONS BR**

**NORAFFAIRS, COMMUNITY RELATIONS BRANCHES** are located in each of the two regions: Northeastern in Sault Ste. Marie (705-952-0100), Northwestern in Kenora (807-468-3135). They administer a network of 29 Northern Affairs offices located throughout Northern Ontario and linked by communications facilities. Northern Affairs Offices serve as a contact point for government in northern communities and provide information service, referral and assistance on all Ontario Government programs to people who are removed from government service points. Northern Affairs officers are authorized to act on behalf of some Ontario Government Ministries in the delivery of their programs in Northern Ontario and distribute publications. Offices also help federal government agencies serve the north. See Appendix for list of offices.

## **NORAFFAIRS FINANCIAL & PROGRAM PLANNING**

416-965-1669

**NORAFFAIRS, FINANCIAL & PROGRAM PLANNING BR** located in the Toronto office develops programs in support of the economic development in Northern Ontario; prepares long range financial forecasts and annual estimates for the ministry; performs the fiscal year expenditure control function as well as preparing reports and submissions to the Ministry Executive and central agencies as required.

## **NORAFFAIRS INFORMATION SERVICES BR**

416-965-7577

**NORAFFAIRS, INFORMATION SERVICES BR** provides the Ministry with information service (as described in the first entry under Information Service). The branch also operates a library where ministry films and volumes dealing specifically with Northern Ontario are available. As well as the office in Toronto, an Information Officer is located in each of the regional and area offices in Northern Ontario: Sault Ste. Marie (705-942-0100), Kenora (807-468-3135), Sudbury (705-675-5641) and Thunder Bay (807-475-1585).

## **NORAFFAIRS LEGAL SERVICE**

416-965-6926

**NORAFFAIRS, LEGAL SERVICE** is provided by the Office of Legal Services of the Ministry of Treasury & Economics. For a description of this function, see first entry under Legal Services.

**NORAFFAIRS ONT NORTHLAND TRANSPORTATION COMM**

705-472-4500

**NORAFFAIRS, ONTARIO NORTHLAND TRANSPORTATION Commission (ONTC)** in North Bay supervises transportation services in Northern Ontario such as air services (norOntair), highways services, railway services (including the Polar Bear Express and the Northlander), marine services (including ferry services to Manitoulin and cruises on Lake Nipissing) and telecommunications services. The Ontario Northland Transportation Commission has a sales office in Toronto, phone: 965-4268.

**NORAFFAIRS POLICY DEVELOPMENT BR**

416-965-1417

**NORAFFAIRS, POLICY DEVELOPMENT BR** provides the ministry with policy development by evaluating, analyzing and suggesting alternatives for provincial policies for improved economic, social and community conditions in Northern Ontario; maintains policy liaison within the ministry and across the government; establishes priorities for research and policy development; monitors effectiveness of programs in the north.

**NORAFFAIRS REGIONAL & COMMUNITY DEVELOPMENT BR**

**NORAFFAIRS, REGIONAL & COMMUNITY DEVELOPMENT BRANCHES** are located in each of the two area offices: Northeastern in Sudbury (705-675-5641), Northwestern in Thunder Bay (807-475-1585). The branches work in conjunction with municipalities and other ministries in planning development strategies to improve conditions within a community and to respond to local needs throughout Northern Ontario. They review and monitor projects and studies to expand the economic base of the region and are involved in improving airports and telecommunications facilities.

**NORONTAIR**

NorOntair, see Noraffairs Ont Northland Transportation Comm

**NORTH PICKERING**

416-965-0250

**HOUSING, LAND OPERATIONS BR** is responsible for the supervision of engineering and professional service contracts for all Ontario Land Corporation (OLC) development projects, except North Pickering and Townsend. It also manages provincially-owned properties within the **North Pickering** site and provides liaison with Ministry of Government Services in the management of other OLC lands, including Townsend.

416-965-9164

**HOUSING, MARKETING & LONG TERM PLANNING BR** is responsible for long term market analysis, marketing and planning for all provincial land held by the Ontario Land Corporation for residential, commercial and industrial development (e.g., industrial parks). Responsibility includes related long term financial and economic planning and capital financing. Major developments in the land development program include the new communities of **North Pickering** and Townsend and projects in Malvern, Saltfleet, Hamilton Mountain, Kitchener and Windsor. For information on the North Pickering and Townsend Projects, see Housing North Pickering Project and Housing Townsend Community Development Project. For information on land available for lease contact Housing Land Operations Br (965-0250) for North Pickering, AG & Food Foodland Development Br (965-9433) for agricultural land, and Govt Serv Realty Services Br Property Administration (965-2040) for the other areas.

416-965-9168

**HOUSING, NORTH PICKERING COMMUNITY & EASTERN ONTARIO REGION**  
BR is responsible for the planning and development of the **North Pickering** new community of 90,000 located on a provincially-owned site in the Town of Pickering, Region of Durham. Responsibility also includes all other provincial land development projects in eastern and northeastern Ontario.

## NORTHERN AFFAIRS

Northern Affairs, Ministry of, see NORAFFAIRS Branch Name

## NORTHERN ONTARIO

416-965-1170

**HEALTH, PUBLIC HEALTH BR NORTHERN ONTARIO PUBLIC HEALTH SERVICES (NOPHS)** provides direct public health services to the unorganized territories in **Northern Ontario** which are not served by local health units. Also provides public health inspection service to industrial camps in these areas. Provides dental health services by means of Mobile Dental Coaches to school aged children in underserviced areas of **Northern Ontario**. Contact regional office listed in the Appendix. See also other sections in Health Public Health Br described separately.

416-965-6418

**HOUSING, OPERATIONS & DEVELOPMENT CONTROL** Br administers Minister's zoning orders, part-lot control by-laws, validation of title, & road closing applications. Comments to the Ont. Municipal Board on municipal zoning by-laws. Coordinates **delegation** of Minister's powers to local jurisdictions (e.g., transfer of local official plans approvals to regional municipalities & land severance approvals to **Northern Ontario** planning boards). Monitors land severance decisions of delegated boards, committees of adjustment & land division committees. Administers land severance applications in **Northern Ontario**. Reviews applications for municipal annexations, quarries & pipelines. Processes Niagara Escarpment Dev Control appeals. Provides technical, administrative & statistical support for the Plans Admin. Div. Coordinates ministry review of environmental assessments. Prepares publications on the planning process. Takes part in special projects (e.g., review of land use planning reports).

416-965-4251

**NAT RES, WILDLIFE BR** manages Ontario's wildlife resources: manages habitat; reviews and recommends management practices and policy; recommends and enforces related laws and regulations; manages wildlife including moose, deer, bear, upland game, waterfowl, endangered species and all flora & fauna excluding fish. Measures hunter participation and harvest; determines hunting seasons; operates Provincial Wildlife Areas for wildlife-oriented recreation. Reviews land use planning and resources development in **Northern Ontario** to ensure that wildlife interests are considered. Conducts research on wildlife management, diseases and behavior (Maple, 832-2761). Contact regional or district offices listed in the Appendix. See also Nat Res Wildlife Br Wildlife Services Section for other activities of this branch.

**NORAFFAIRS, THE MINISTRY OF NORTHERN AFFAIRS** coordinates Ontario Government services in **Northern Ontario**; promotes projects & programs and gives people of the North a greater say in government. Toronto Office comprises the Minister's and Deputy Minister's offices, the Planning & Admin Div including Information Services, Financial & Program Planning, Policy Development, Administration & Support services. Ministry business including the Isolated Community Assistance Fund (ICAF) for unorganized territories is carried out in the North through two regional offices: Northeastern in Sault

Ste. Marie, Northwestern in Kenora. Each region, headed by an Ass't. Deputy Minister, has a Community Relations Br and a Regional & Community Development Br located in the area offices: Northeastern in Sudbury, Northwestern in Thunder Bay. Northern Affairs offices located through the North deliver ministry services. For Branch functions see Noraffairs Branch Name.

NORAFFAIRS, COMMUNITY RELATIONS BRANCHES are located in each of the two regions: Northeastern in Sault Ste. Marie (705-952-0100), Northwestern in Kenora (807-468-3135). They administer a network of 29 Northern Affairs offices located throughout **Northern Ontario** and linked by communications facilities. Northern Affairs Offices serve as a contact point for government in northern communities and provide information service, referral and assistance on all Ontario Government programs to people who are removed from government service points. Northern Affairs officers are authorized to act on behalf of some Ontario Government Ministries in the delivery of their programs in **Northern Ontario** and distribute publications. Offices also help federal government agencies serve the north. See Appendix for list of offices.

416-965-1669

NORAFFAIRS, FINANCIAL & PROGRAM PLANNING BR located in the Toronto office develops programs in support of the economic development in **Northern Ontario**; prepares long range financial forecasts and annual estimates for the ministry; performs the fiscal year expenditure control function as well as preparing reports and submissions to the Ministry Executive and central agencies as required.

416-965-7577

NORAFFAIRS, INFORMATION SERVICES BR provides the Ministry with information service (as described in the first entry under Information Service). The branch also operates a library where ministry films and volumes dealing specifically with **Northern Ontario** are available. As well as the office in Toronto, an Information Officer is located in each of the regional and area offices in **Northern Ontario**: Sault Ste. Marie (705-942-0100), Kenora (807-468-3135), Sudbury (705-675-5641) and Thunder Bay (807-475-1585).

705-472-4500

NORAFFAIRS, ONTARIO NORTHLAND TRANSPORTATION Commission (ONTC) in North Bay supervises transportation services in **Northern Ontario** such as air services (norOntair), highways services, railway services (including the Polar Bear Express and the Northlander), marine services (including ferry services to Manitoulin and cruises on Lake Nipissing) and telecommunications services. The Ontario Northland Transportation Commission has a sales office in Toronto, phone: 965-4268.

416-965-1417

NORAFFAIRS, POLICY DEVELOPMENT BR provides the ministry with policy development by evaluating, analyzing and suggesting alternatives for provincial policies for improved economic, social and community conditions in **Northern Ontario**; maintains policy liaison within the ministry and across the government; establishes priorities for research and policy development; monitors effectiveness of programs in the north.

NORAFFAIRS, REGIONAL & COMMUNITY DEVELOPMENT BRANCHES are located in each of the two area offices: Northeastern in Sudbury (705-675-5641), Northwestern in Thunder Bay (807-475-1585). The branches work in conjunction with municipalities and other ministries in planning development strategies to improve conditions within a community and to respond to local needs throughout **Northern Ontario**. They

review and monitor projects and studies to expand the economic base of the region and are involved in improving airports and telecommunications facilities.

416-965-9286

**ROYAL COMMISSION ON THE NORTHERN ENVIRONMENT** was established in July, 1977 to determine the effects of major enterprises north of the 50th parallel on the natural environment and social, economic and cultural conditions in **Northern Ontario**; to investigate the feasibility of alternative uses of natural resources; to suggest ways and means of assessing and deciding on environmental aspects of major enterprises. Write to the Commission at 55 Bloor St. W., Rm. 801, Toronto M4W 1A5.

## **NORTHLANDER**

Northlander, see Noraffairs Ont Northland Transportation Commission

## **NOTARIES PUBLIC**

416-965-5184

**ATT GEN, COURTS ADMINISTRATION PROGRAM** manages the Civil and Criminal courts in Ontario and is involved with the implementation of French language services in Ontario courts. Ensures provision of adequate administrative services to county, Surrogate Court and Supreme Court of Ontario offices, including direction to sheriffs and bailiffs, court registrars and clerks (965-1524). Manages small claims courts and provides direction to small claims courts bailiffs and clerks (965-7945). Manages provincial (criminal and family) court offices (965-0916). Provides courts and office accommodation planning (965-8453). Handles court reporting services (965-2399). Regulates appointments of justices of the peace, **notaries public** and commissioners of oaths or affidavits (965-2848).

416-965-2740

**PROFESSIONAL ORGANIZATIONS COMMITTEE** was formed in 1976 to study the administration of statutes dealing with certain professional and self-governing organizations in order to suggest legislation setting the legal framework within which these professions are to operate. The particular statutes being reviewed are Architects Act, Law Society Act (governing lawyers), Notaries Act (**notaries public**) Professional Engineers Act and Public Accountancy Act.

## **NUCLEAR POWER**

416-965-7021

**ENERGY, CONVENTIONAL ENERGY PROGRAM** is responsible for conventional energy policy development in the areas of crude oil, natural gas, coal, uranium, petro-chemicals and petroleum products and electrical energy including **nuclear power**. For information on the general role of this ministry see Energy The Ministry of Energy.

416-965-6276

**ENERGY, ONTARIO ENERGY CORPORATION** was established in 1975 to invest in or otherwise participate in energy related projects in Canada or elsewhere. The Ontario Energy Corporation participated in the Syncrude Project from 1975 to the end of 1978. In addition, the Corporation is involved in the Polar Gas Project to study the feasibility of bringing natural gas from the Arctic Islands to markets in southern Canada. Another recent venture is the coordination of commercial application of by-product power from Ontario's **nuclear power** stations.

**LABOUR, SPECIAL STUDIES & SERVICES BR.** Health Studies Service (965-6375) conducts occupational health studies and provides consultative services on the effects of

occupational and environmental exposure to chemical or other hazardous agents on human health. Safety Studies Service (965-6111) conducts studies in occupational safety and maintains contact with organizations involved in accident prevention. Radiation Protection Service (965-8178) directs a program to protect employees and the public from harmful effects of radiation including industrial X-Rays, radioactive materials, microwaves, lasers. Radiation Protection Laboratory (965-2201) analyzes radioactive materials. Develops monitoring techniques and equipment for identification of radioactive sources. The Branch also deals with contingencies related to **nuclear power** generating stations and heavy water plants.

416-592-5111

ONTARIO HYDRO supplies energy (electrical energy) to the people of Ontario indirectly through 334 associated municipal utilities, and directly to more than 775,000 rural customers. The Ontario Hydro Electrical Inspection Program (Tel. 592-3721) provides technical guidance to consultants, contractors, architects, manufacturers and customers on problems concerning installation of electrical equipment and adherence to the Electrical Safety Code Book. Its Rural Electrical Service and Billing Inquiry Program (Tel. 592-3731) answers inquiries on service policy and practices from rural clientele. Operates a nuclear Communications Centre in Pickering (839-0465) to provide educational information to the public on **nuclear power**. Ontario Hydro reports to the Legislature through the Minister of Energy. Ontario Hydro regional offices are listed in the Appendix.

416-965-2111

ROYAL COMMISSION ON ELECTRIC POWER PLANNING was established in 1975 to inquire into the long-range planning of Ontario's electric power system. It examined the long-range planning concepts of Ontario Hydro and related them to the broad range of provincial planning, the use of electrical energy and to environmental, energy and socio-economic factors. Conclusions on **nuclear power** are included in the Commission's Sept. 1978 interim report. Its final report is due in Oct. 1979. Operates a Library and Information Centre. To obtain materials and submissions from previous hearings, contact the Royal Commission office at 14 Carlton Street, 7th Floor, Toronto, M5B 1K5. Reports to the Legislature through the Provincial Secretary for Resources Development.

## NURSERIES

Nurseries for children, see Day Care

416-965-1058

AG & FOOD, FARM PRODUCTS QUALITY BR, FRUIT & VEGETABLES SECTION regulates the inspection and grading of twenty-five farm products plus flue-cured and burley tobacco, honey, maple syrup, Christmas trees, tomato seedlings. Offers technical advice to growers and producers and informs the public on all aspects of food (fruit, vegetables, honey) production, packaging and marketing. Provides the ministry's Information Branch with data on conditions of seasonal crops. Issues licences: to operators of controlled-atmosphere storages and to packers of apples from such storages, to dealers of fruit and vegetables, and to **nurseries**. Controls disease in **nurseries** & controls neglected orchards to prevent spread of disease and insect infestation. Administers the Bees Act which requires registration of apiaries (where bees are kept for honey production). To register contact Provincial Apiarist, Dep't. of Environmental Biology, Univ. of Guelph, 519-824-4120 Ext. 2477. See also Appendix for ministry's county or district offices.

416-562-4141

**AG & FOOD, HORTICULTURAL RESEARCH INSTITUTE OF ONTARIO** in Vineland conducts horticultural research (including studies on soils and crops) to increase production and develop new varieties of farm products (e.g. fruit & vegetables including mushrooms) and wine. The Institute also coordinates all horticultural research and service programs supported by the ministry. Serves farmers, growers of ornamental plants, food processors and wine makers. Research is conducted at four units located at Simcoe, Holland Marsh and two at Vineland. The Institute provides propagating material (cuttings, etc.) to growers and **nurseries**.

416-965-2785

**NAT RES, FOREST RESOURCES BR** grows seedlings in provincial **nurseries** for the public and for Crown reforestation. Manages Crown forests to ensure regeneration, improve quality and growth and to protect them from wild fire, insects and disease. Takes inventory of forest base, controls harvesting and audits utilization in these Crown forests. Advises private landowners on tree planting, tending of woodlots and marketing timber. Provides private landowners with direct forestry assistance under the Woodlands Improvement Act. Provides grants to municipalities for land acquisition, the lands to be managed by the Ministry. Develops and tests new methods and equipment related to silviculture. Holds field days for public on growing Christmas trees, maple syrup production and forest management. Through a cooperative arrangement with the Min. of Intergov't Affairs pays grants to reduce property tax on managed forests.

## NURSING

Nursing care at home, see Health Program Advisory Home Care Program, listed below.

416-965-6161

**COLL UNIV, COLLEGE AFFAIRS BR** is responsible for delivery of the ministry's institutional training programs. Coordinates and administers the development of post-secondary and adult education through Colleges of Applied Arts and Technology (CAATs), often called community colleges. Colleges work closely with Canada Employment Centres in providing occupational training for adults. For information about courses, contact local colleges or the Federal Program Section of the College Affairs Branch at 965-6151. The branch is also responsible for registration, regulation, inspection and control of private vocational schools (965-9127), and for Regional Schools For **Nursing** Assistants (965-4051).

416-965-2376

**COMM SOC, ADULT SERV DIV, SOCIAL SERVICES.** The Divisional Group develops standards, guidelines and policy, and implements three programs: Vocational Rehabilitation, Senior Citizens & Mental Retardation Community Programs. Each program is described under Comm Soc Adult Services Div Program Name. Social Services staff provide advice & operating subsidies to debt & credit counselling services; act as consultants to municipalities & social agencies on counselling services; coordinate provision of Homemakers & **Nursing** services from private agencies to those in need in municipality; assist municipalities in consolidating social services. Group ensures development & funding of municipal Work Activity Projects which assist individuals to be self-sufficient. Social services programs are delivered through regional, area & local offices (listed in the Appendix). In Metro Toronto call the Area Office, 965-9943 or the Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-750-3366

CORR SERV, NURSING SERVICES provides **nursing** service to correctional institutions. Twenty-four hour service is administered in the two largest institutions. The nurses contribute to the institutional health education program by health counselling, health teaching and assessment.

416-965-7285

HEALTH, HEALTH BOARDS SECRETARIAT has two main functions: provides administrative support for the review/appeal boards established in legislation under the Minister's jurisdiction; provides liaison with the Governing Board Of Denture Therapists. Under the Health Disciplines Act, the Health Disciplines Board of Ontario will hear appeals from the public and the health professions who believe that their complaints to the colleges (governing bodies) were not satisfactorily dealt with by the individual colleges for physicians, dentists, optometrists, pharmacists and **nursing**.

416-965-5021

HEALTH, MANPOWER PLANNING Section under the Policy Development and Research Branch assembles and provides information on supply and requirements for health manpower (physicians, **nursing** & allied health professionals, etc.) and prepares policy studies for Ministry review. Advises Canada Employment & Immigration Commission on requests for immigration approvals for physicians. As of July 1, 1978, administers clinical education budgets for support of medical and allied health interns, residents and teachers in health science centres and hospitals funded by the Ministry. The section serves the Ministries of Health, Education, and the Ontario Council of Health.

416-965-8045

HEALTH, PROGRAM ADVISORY BR consultants who are experienced in their own fields of personal health care provide the ministry with expertise and advice on the entire health care delivery system and increasingly in health care planning. New objectives are to seek lower cost alternatives to present aspects of the system. Consultants represent general and specialty physicians, veterinary medicine, physiotherapy, occupational therapy, speech pathology & audiology, **nursing**, social work, special projects. They serve on Branch Committees and Planning Teams and on various Task Forces to help formulate Ministry policy. The Branch manages these programs: Adult Community Mental Health, Alcohol & Drug Abuse, Long Term Care, Emergency Health Services, Rehabilitation, the Underserved Area Program (965-1170) (bursaries for physicians to practise in rural and isolated communities), Health Service Organizations (HSO) and Alternate Payments. See also other programs listed under Health Program Advisory Br, Program Name.

416-965-2161

HEALTH, PROGRAM ADVISORY, HOME CARE PROGRAM provides health services at the local level to insured Ontario residents in their home upon recommendation of a doctor. Services include **nursing**, physiotherapy, occupational therapy, medical and social work, drugs and medical supplies, meals-on-wheels, and homemaking. Contact Queen's Park or local Board of Health.

416-965-4441

HEALTH, PUBLIC HEALTH BR PUBLIC HEALTH NURSING Consultants provide consultation to health agencies in all areas of public health **nursing** services. The program ensures proper preparation for the practice of public health **nursing** in Ontario. See also other sections in Health Public Health Br described separately.

**NURSING HOMES**

Nursing Homes are premises operated by persons licensed under the Nursing Homes Act, 1972 for individuals requiring nursing care. Regulations under this Act are enforced by Health Inspection Br Nursing Homes Inspection Services listed below.

416-965-5415

**HEALTH FISCAL RESOURCES BR** coordinates preparation of the Ministry's Operational Plans, Estimates, Management-By-Results and financial reports. Coordinates budgetary control and provides financial consulting services to assist Ministry program managers. Administers the Ministry funding and monitors the expenditures of hospitals and related facilities. These include public, private and psychiatric hospitals, home care, **nursing homes**, ambulance services, local health agencies, crippled children's treatment centres, etc.

416-965-5081

**HEALTH, INSPECTION BR NURSING HOME INSPECTION** Services issues licences to, inspects and investigates complaints about **nursing homes**. Inspection involves quality and quantity of nursing and personal care provided, adequacy of fire and general safety equipment, sanitation. Approves construction plans for new homes. Most nursing home residents are eligible for Extended Health Care (EHC) benefits under the Ontario Health Insurance Plan (OHIP). For **Nursing Homes** licences, inspection and complaints, contact head office or regional offices listed in the Appendix (in Toronto, 965-4690).

416-965-5700

**HEALTH, INSURANCE CLAIMS BR** processes insurance claims under the Ontario Health Insurance Plan (OHIP). Administers district offices which answer questions about enrolment in OHIP, premium payments, claims payments and Extended Health Care benefits. Appeals concerning Extended Health Care benefits in **nursing homes** are handled by the Medical Eligibility Committee (965-3294). Contact district offices listed in the Appendix (in Toronto, 482-1111).

**NUTRITION**

416-965-5884

**HEALTH, PUBLIC HEALTH BR, NUTRITION** Consultants provide consultation to health agencies on **nutrition**, food budgeting, meal planning, obesity control, dental and prenatal care and care for senior citizens. See also other sections in Health Public Health Br described separately.

**OBESITY CONTROL**

Obesity Control, see Health Public Health Br Nutrition

**OBSCENITY**

Obscenity, see Pornography

**OBSERVATION AND DETENTION HOMES**

Observation and Detention Homes provide short-term detention for juveniles awaiting a court decision. The juveniles, whose average stay is 30 days or less, require supervision to protect themselves or others and to ensure their appearance in court.

**COMM SOC, CHILDREN'S SERV DIV, JUVENILE CORRECTIONS PROGRAM** provides observation and detention services (in **observation and detention homes**) for juveniles awaiting court disposition. Supervises juveniles placed on probation by family court judges. Operates residential training schools for delinquent children or youth. Through aftercare

services, supervises wards graduated from training schools and placed in community programs. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943. Training schools, **observation and detention homes** and probation & aftercare offices are also listed in the Appendix.

## OCAP

OCAP (Ontario Career Action Program), see Coll Univ Industrial Training Br

## OCCUPATIONAL HEALTH

416-248-3015

ENV, LABORATORY SERVICES BR provides ministry branches with analytical support for their projects involving environmental assessments and for pollution control programs. Participates in planning programs requiring analytical expertise and assists in analytical data interpretation. Updates analytical methods and develops procedures for measuring new environmental pollutants. The Central Laboratory in Toronto advises regional laboratories in Thunder Bay, London and Kingston on the use of new analytical procedures. Participates in environmental research projects aimed at clarifying the interaction of atmospheric and aquatic pollutants with the environment and their effect on human health including **occupational health**.

416-965-2448

LABOUR, ADVISORY COUNCIL ON OCCUPATIONAL HEALTH & OCCUPATIONAL SAFETY advises the Minister of Labour on matters involving **occupational health** and occupational safety. Provides liaison between the Ministry and special interest groups wishing to draw government attention to particular concerns in this field.

416-965-7161

LABOUR, CONSTRUCTION HEALTH & SAFETY BR is concerned with protecting the **occupational health** and safety of employees in the construction industry, including work on buildings, streets, sewers, water mains, underground work, and work under compressed air. The Branch periodically inspects construction sites, investigates refusals to work under unsafe conditions, and investigates fatalities and serious accidents. Provides consultative services to all involved in the construction industry, e.g. labour, management, contractors, designers. Safety publications are available. Contact Queen's Park or district offices listed in the Appendix. See also Labour Mining Health & Safety Br, Labour Industrial Health & Safety Br.

416-224-1606

LABOUR, INDUSTRIAL HEALTH & SAFETY BR is concerned with protecting the **occupational health** and safety of employees in industry including the logging industry. (For the construction and mining industries, see Labour Construction Health & Safety Br and Labour Mining Health & Safety Br). This branch encourages employers and employees to assume primary responsibility for **occupational health** and safety programs by establishing Internal Responsibility Systems and consulting with them so problems are recognized and ongoing safety programs are established. Periodically inspects industrial establishments and logging sites; investigates refusals to work under unsafe conditions; investigates fatalities and serious accidents. Reviews plans for new buildings and alterations to existing ones to check **occupational health** and safety hazards. Head Office at 400 University Ave., 9th floor (965-4125) is responsible for overall program implementation. For inquiries contact district offices listed in the Appendix (In Metro Toronto, 224-1606).

416-965-1328

LABOUR, MINING HEALTH & SAFETY BR is responsible for the administration of the Mining Act and the succeeding legislation for mines, open pits, industrial quarries, metallurgical operations, and for sand, clay, shale and gravel pits to reduce hazards to safety and **occupational health** in the workplace. Periodically inspects these establishments; conducts air samples to ensure a safe working environment. Investigates refusals to work under unsafe conditions. Investigates fatalities and serious accidents. Consults with labour and management to increase their involvement in identifying and solving **occupational health** and safety hazards. Reviews and provides advice on pre-development plans of mining and metallurgical operations to check electrical, mechanical and **occupational health** and safety hazards before construction. Tests hoist cables and trains mine rescue personnel. Contact Queen's Park or district offices listed in the Appendix. See also Labour Construction Health & Safety Br, Labour Industrial Health & Safety Br.

416-965-3211

LABOUR, OCCUPATIONAL HEALTH BR provides a consulting service in **occupational health** to ministries and to industry. **Occupational Health** Medical Service (965-3610) provides consultation on medical & nursing services to those who provide in-plant health care facilities & a healthful working environment for employees. **Occupational Health** Engineering Serv. (965-4066) provides consultation to operating branches of the Occupational Health & Safety Division & to industry; visits plants & sites to identify & assess health hazards from exposure to chemical, physical & biological agents and to recommend control measures. Industrial Chest Disease Serv. (965-4075) deals with identification & prevention of respiratory diseases from occupational exposure to hazardous agents. **Occupational Health** Laboratory Serv. (965-7925) performs chemical analyses of biological specimens, air samples, industrial materials.

416-965-6101

LABOUR, RESEARCH BR provides information on wages, labour relations, **occupational health** and safety, collective bargaining, working conditions, quality of working life, human rights, employment and unemployment trends, labour market conditions and manpower, occupational data on women in the Ontario Public Service and on women in management. Provides internal policy analysis. Collects, analyzes and maintains a library on Ontario Collective Bargaining Agreements (965-6886). Maintains a library containing other labour related material (965-1641).

LABOUR, SPECIAL STUDIES & SERVICES BR. Health Studies Service (965-6375) conducts **occupational health** studies and provides consultative services on the effects of occupational and environmental exposure to chemical or other hazardous agents on human health. Safety Studies Service (965-6111) conducts studies in occupational safety and maintains contact with organizations involved in accident prevention. Radiation Protection Service (965-8178) directs a program to protect employees and the public from harmful effects of radiation including industrial X-Rays, radioactive materials, microwaves, lasers. Radiation Protection Laboratory (965-2201) analyzes radioactive materials. Develops monitoring techniques and equipment for identification of radioactive sources. The Branch also deals with contingencies related to nuclear power generating stations and heavy water plants.

416-965-8710

LABOUR, STANDARDS & PROGRAMS BR identifies need for **occupational health** and safety programs; supports their development, implementation and evaluation. The branch has four groups. Program Analysis & Evaluation (965-8710) coordinates identification of short and long-term goals, definition of objectives, program planning and evaluation.

Maintains **occupational health** and safety data, i.e. illnesses and injuries. Hazard Identification & Programming (965-8710) coordinates identification and assessment of hazardous agents in the workplace. Coordinates preparation of data sheets, guidelines and regulations. Industry Sector Programming (965-8510) identifies **occupational health** and safety priorities by industry sector and coordinates development of hazards control programs by sector (e.g., construction industry, logging industry, mining). Coordinates development of training programs for Occupational Health and Safety Division staff. See also Labour Standards & Programs Br Advisory Services for functions of the branch's fourth group.

416-965-8710

LABOUR, STANDARDS & PROGRAMS BR ADVISORY SERVICES provides an information service on **occupational health** and safety matters and publishes related material to assist with control of hazards in the workplace. Provides administrative support to Provincial Lottery Awards Committees which make available grants for **occupational health** and safety applied research and manpower training and development programs. For information on these grants write to this Branch and Ministry, 400 University Ave., Toronto M7A 1T7. See also Labour Standards & Programs Br for information on other activities of this branch.

## OCCUPATIONAL THERAPY

416-965-8045

HEALTH, PROGRAM ADVISORY BR consultants who are experienced in their own fields of personal health care provide the ministry with expertise and advice on the entire health care delivery system and increasingly in health care planning. New objectives are to seek lower cost alternatives to present aspects of the system. Consultants represent general and specialty physicians, veterinary medicine, physiotherapy, **occupational therapy**, speech pathology & audiology, nursing, social work, special projects. They serve on Branch Committees and Planning Teams and on various Task Forces to help formulate Ministry policy. The Branch manages these programs: Adult Community Mental Health, Alcohol & Drug Abuse, Long Term Care, Emergency Health Services, Rehabilitation, the Underserved Area Program (965-1170) (bursaries for physicians to practise in rural and isolated communities), Health Service Organizations (HSO) and Alternate Payments. See also other programs listed under Health Program Advisory Br, Program Name.

416-965-2161

HEALTH, PROGRAM ADVISORY, HOME CARE PROGRAM provides health services at the local level to insured Ontario residents in their home upon recommendation of a doctor. Services include nursing, physiotherapy, **occupational therapy**, medical and social work, drugs and medical supplies, meals-on-wheels, and homemaking. Contact Queen's Park or local Board of Health.

## OECA

OECA (Ontario Educational Communications Authority), see Cult & Rec OECA.

## OFFENDERS

Offenders, see Inmates.

## OFFICIAL GUARDIAN

416-965-1865

ATT GEN, **OFFICIAL GUARDIAN** represents the civil rights of persons under a legal disability usually children under 18 years of age or the mentally incompetent, as well as

unborn and absentee persons. The **Official Guardian** also makes recommendations to the Court regarding the care, custody and maintenance of children in divorce cases, and provides legal representation for children in protection and custody cases.

## OFFICIAL PLANS

416-965-9433

**AG & FOOD, FOODLAND DEVELOPMENT BR** reviews **official plans**, environmental assessments and project proposals for their land use planning implications to agriculture. Assists the Ministry of Government Services in leasing for agricultural purposes farm land held by the government for future development. The branch also administers the Topsoil Preservation Act (allowing municipalities to regulate removal of topsoil). Drainage Section (965-9921) administers the Tile Drainage Act and the Drainage Act (financial assistance to municipalities and farmers for the improvement of farm land) and the Agricultural Tile Drainage Installation Act (licensing of installers of tile drainage systems on farm land).

416-965-1912

**ATT GEN, ONTARIO MUNICIPAL BOARD** performs a quasi-judicial function in the implementation of sound municipal development. Hears applications for approval of zoning by-laws, **official plans** and plans of subdivisions referred by the Ministry of Housing and appeals as provided under the Planning Act and under the Assessment Act. The Ontario Municipal Board supervises certain financial and other affairs of municipalities with respect to applications for capital expenditures and the issuance of orders creating, altering or dissolving municipalities.

416-965-3352

**HOUSING, COMMUNITY PLANNING ADVISORY BR** provides community planning service and advice to municipalities, the development industry and the public. Administers a program of grants which provides financial aid to smaller municipalities (pop. 15,000 or less) for the development of locally oriented community planning programs. These include: preparing or updating **official plans** and zoning by-laws, assistance to regional, county or district governments in preparing land severance policies, funding preparation of required secondary plans, funding planning programs for unorganized territories, funding strategy plans for municipalities not included in a defined planning area. Municipalities must contact regional offices listed in the Appendix to apply for grants. Municipalities are responsible for designating mobile home parks by passing zoning by-laws under the Planning Act.

416-965-5890

**HOUSING, LOCAL PLANNING POLICY BR** develops policy, legislation and recommends community planning standards to apply at the local government level (municipalities), consistent with provincial objectives. Activities include review of planning statutes; formulation of advisory publications on **official plans**, zoning techniques and land use planning policies; and issuance of policy circulars on matters such as urban planning standards, design guidelines for housing subdivisions and the development of mobile home parks.

416-965-6418

**HOUSING, OFFICIAL PLANS BR** processes and recommends for approval by the Minister of Housing all **official plans** and official plan amendments submitted by municipalities. Also evaluates and recommends the endorsement of interim land severance and interim planning policies to the Minister and reviews housing policy statements. Answers inquiries from municipalities and the public on land use planning matters.

416-965-6418

**HOUSING, OPERATIONS & DEVELOPMENT CONTROL** Br administers Minister's zoning orders, part-lot control by-laws, validation of title, & road closing applications. Comments to the Ont. Municipal Board on municipal zoning by-laws. Coordinates delegation of Minister's powers to local jurisdictions (e.g., transfer of local **official plans** approvals to regional municipalities & land severance approvals to Northern Ontario planning boards). Monitors land severance decisions of delegated boards, committees of adjustment & land division committees. Administers land severance applications in Northern Ontario. Reviews applications for municipal annexations, quarries & pipelines. Processes Niagara Escarpment Dev Control appeals. Provides technical, administrative & statistical support for the Plans Admin. Div. Coordinates ministry review of environmental assessments. Prepares publications on the planning process. Takes part in special projects (e.g., review of land use planning reports).

## OHC

OHC (Ontario Housing Corporation), see Housing OHC Branch Name

## OHIP

OHIP, see Ontario Health Insurance Plan

## OIL

Oil, see also Edible Oils

416-965-7627

**CCR, FUELS SAFETY BR** which administers the Ontario Energy Act, strives to prevent loss of life, bodily injury and property damage by controlling safety hazards which can arise from the transmission, distribution and utilization of fuels such as natural gas, **oil** and propane, and the transport, storage and handling of gasoline. Issues certificates and licences (including contractors' licences for heating and air conditioning) and audits such operations.

416-965-7021

**ENERGY, CONVENTIONAL ENERGY PROGRAM** is responsible for conventional energy policy development in the areas of crude **oil**, natural gas, coal, uranium, petro-chemicals and petroleum products and electrical energy including nuclear power. For information on the general role of this ministry see Energy The Ministry of Energy.

416-965-1559

**NAT RES, MINERAL RESOURCES BR** develops and administers mineral resources policies. Maintains statistics on mineral economics (965-1016) and determines availability of resources such as metals, industrial minerals, nonmetals and petroleum. Issues precious metals refinery licences. Administers the Pits & Quarries Control Act (965-3127), Petroleum Resources Act, Section 113 of the Mining Act. Petroleum Resources Section (965-1981) issues licences to lease property for the purpose of producing natural gas or **oil** or for geochemical and geophysical exploration. Issues permits to drill wells and to operate machinery.

## OLD FORT HENRY

613-543-2951

**NAT RES, ST LAWRENCE PARKS COMMISSION**, Morrisburg, Ontario operates and maintains parks, campgrounds and historic sites from the Ontario-Quebec border to 30 miles west of Kingston on Highway 33. Historic sites are **Old Fort Henry** at Kingston and Upper Canada Village east of Morrisburg. Other facilities include a Wildfowl Sanctuary, an 18 hole golf course, a railroad museum, nature trails and Pioneer and Loyalist memorials. Winter recreation facilities include cross-country skiing, snowmobiling, tobogganing, snowshoeing.

A maple sugar bush, skating and horse drawn sleigh rides operate at Upper Canada Village. A marina and riding stable are operated as concessions on Commission lands.

## OLD FORT WILLIAM

807-577-8461

**CULT & REC, OLD FORT WILLIAM**, one of the historic sites operated by the ministry, is a reconstruction of the original Fort William as it was in the period 1803-1821. The original Fort was the inland headquarters of the North West Company and the focal point of the Company's operations and vast explorations. Each summer it was the temporary home of 2,000 or more voyageurs, clerks, natives and North West Company partners who assembled there for the Great Rendezvous. Today, the visitor is invited to 'venture into the past' to experience life as it was in this colourful era. Old Fort William is a living historical community and, as such, it offers the visitor a wide range of experiences. Open to the public May-October. Contact Old Fort William, Vickers Heights P.O., Thunder Bay, Ontario P0T 2Z9, telephone 807-577-8461.

## OLEOMARGARINE

Oleomargarine, see Ag & Food Farm Products Quality Br Milk Industry Section.

## OMB

OMB (Ontario Municipal Board), see Att Gen Ontario Municipal Board

## OMBUDSMAN

416-869-4000

The OMBUDSMAN is an officer of the Legislature of Ontario. His function, with specified exceptions, is to investigate any decision, recommendation, act or omission made in the administration of any ministry or agency of the Ontario Government. Complaints should be made in writing, however complainants can visit or call: Ombudsman's Office, 65 Queen St., W., Toronto M5H 2M5, Tel. 869-4000 (24-hour phone service). Staff is multilingual. The Ombudsman reports at least annually to the Speaker of the Legislature. An office is located at Room 157, Legislative Bldg., Queen's Park, Toronto, telephone 965-7930, but the public is encouraged to contact the Queen St. office. The Ombudsman is listed in all Ontario telephone directories under Ombudsman Ontario.

## ON-THE-JOB-TRAINING

On-The-Job-Training, see Coll Univ Industrial Training Br.

## ONTARIO ARTS COUNCIL

Ontario Arts Council, see also Cult & Rec Festival Ontario

416-961-1660

**CULT & REC, ONTARIO ARTS COUNCIL** promotes the study, enjoyment of, and production of works in the arts. Provides grants in response to written applications from performing and creative arts groups and individuals such as theatre and dance companies, orchestras and concert societies, art galleries and schools, publishing houses and periodicals, local and regional arts councils and festivals, arts service groups and community arts projects. Individual artists, e.g. painters, sculptors, playwrights, composers, writers, poets, makers of films and photographers may also apply. The Council has officers on staff who represent various art disciplines and pursuits. Other programs include Creative Artists In Schools (CAIS) and ONTOUR which assists concert artists, soloists, performing groups, and groups

that sponsor local appearances. The **Ontario Arts Council** is concerned with the development of local and regional arts resources, and Franco-Ontarian community arts.

## **ONTARIO BOARD OF PAROLE**

416-750-3360

**CORR SERV, ONTARIO BOARD OF PAROLE** considers for parole inmates serving sentences of less than two years. The **Ontario Board of Parole** only reviews terms of persons in provincial correctional institutions, not federal institutions.

## **ONTARIO CAREER ACTION PROGRAM**

416-965-4211

**COLL UNIV, INDUSTRIAL TRAINING BR** is responsible for the delivery of the ministry's Industrial training (manpower training ) programs. The branch is involved in training and retraining men and women for employment in industry through several programs: apprenticeship including on-the-job-training, full and part-time training of adults already in the labour force, short-term training-in-industry programs and trade certification. Contact local Industrial Training Office listed in the Appendix. For information on regulated trades see Coll Univ Industrial Training Br Trades. The Branch administers the **Ontario Career Action Program (OCAP)**, designed to assist unemployed youth (between 16 and 24 yrs.) in finding gainful employment. Application forms available at local Canada Employment Centre. OCAP Administration Office in Queen's Park is at 965-0668.

## **ONTARIO COUNCIL OF HEALTH**

416-965-5031

**HEALTH; ONTARIO COUNCIL OF HEALTH** advises the Minister of Health on health care matters. Studies questions affecting health services, research and manpower. Also makes recommendations about other studies not done by the Council.

## **ONTARIO DEVELOPMENT CORPORATION**

416-965-4622

**IND & TOUR, DEVELOPMENT CORPORATIONS.** The **Ontario Development Corporation (ODC)**, **Eastern Ontario Development Corporation (EODC)**, and **Northern Ontario Development Corporation (NODC)** assist in and encourage the development and diversification of Ontario industry by providing: financial assistance through incentive and term loans and bank guarantees; sites, facilities and services in two industrial parks; technical, business and financial information and advice. Tourism operations, secondary manufacturing industries and service industries allied to manufacturing may avail themselves of this service. Loans are available for establishing new operations such as tourist facilities, expanding present operations, introducing new products and technology, financing exports, purchasing and installing pollution control and energy conservation equipment. Contact corporation regional offices listed in the Appendix.

## **ONTARIO ECONOMIC COUNCIL**

416-965-4311

**TREAS ECON, ONTARIO ECONOMIC COUNCIL (OEC)** undertakes research and policy studies to encourage the optimum development of the human and material resources of Ontario and to support the advancement of all the sectors of the province. Studies concentrate on a wide range of economic problems in such fields as education, health, manpower, social security and urban affairs as well as government regulation, intergovernmental relations and macroeconomic policy. Areas of study are established as a result of liaison with

the public and private sectors. The Council achieves its goals by sponsorship of research projects, publication of studies, and organization of the Outlook and Issues conferences and seminars. Its annual report details research publications and work in progress. Operates a library.

## ONTARIO EDUCATIONAL COMMUNICATIONS AUTHORITY

416-484-2600

**CULT & REC, OECA.** The **Ontario Educational Communications Authority**, an autonomous provincial Crown corporation, administers educational broadcasting in Ontario. OECA designs & produces TV-based learning systems for pre-school, in-school, teacher & adult learners. OECA operates an educational television network, TVOntario, with outlets in Toronto (Channel 19), Ottawa (Channel 24), Kitchener (Channel 28), London (Channel 18), Chatham (Channel 19), Windsor (Channel 32), Thunder Bay (Channel 9), Sudbury (Channel 19), & Sault Ste. Marie (Channel 20). Other surrounding areas receive full TVOntario service on local cable system. TVOntario broadcast day extends for 16 hours. OECA operates the Provincial Broadcast Service for two to three hours per day using facilities of CBC, its affiliates & private stations; provides a cable package for viewers in areas not reached by TVOntario; & distributes video & audio tapes. Publications, e.g., TVO & school schedules info available on request.

## ONTARIO ENERGY BOARD

416-965-2851

**ONTARIO ENERGY BOARD** regulates certain phases of the natural gas industry in Ontario including rates and charges, designation and authorization of storage areas, construction of transmission lines, expropriation for natural gas pipelines, franchises for natural gas companies to serve designated areas. Acts upon references by the Minister of Energy about wholesale Ontario Hydro rates, and by the Lieutenant Governor in Council on any questions about energy. The Board answers to the Legislature through the Minister of Energy.

## ONTARIO ENERGY CORPORATION

416-965-6276

**ENERGY, ONTARIO ENERGY CORPORATION** was established in 1975 to invest in or otherwise participate in energy related projects in Canada or elsewhere. The Ontario Energy Corporation participated in the Syncrude Project from 1975 to the end of 1978. In addition, the Corporation is involved in the Polar Gas Project to study the feasibility of bringing natural gas from the Arctic Islands to markets in southern Canada. Another recent venture is the coordination of commercial application of by-product power from Ontario's nuclear power stations.

## ONTARIO FILM INSTITUTE

416-429-4100

**CULT & REC, ONTARIO SCIENCE CENTRE** located at Don Mills Road and Eglinton Ave. East in North York, explains science and technology to the public through innovative methods. Invites audience participation in its 550 exhibits and its demonstrations, workshops and theatre presentations. Provides special exhibits, films and lectures; also provides education programs and tours for Canadian school classes booked in advance of their visit. Four major travelling exhibits visit shopping malls, schools, libraries, and recreation centres throughout Ontario. The Centre also houses the **Ontario Film Institute** which is a reference

and information centre, the Ontario Film Theatre which screens films, and the Ontario Film Archives.

## **ONTARIO GAZETTE**

Ontario Gazette, see Govt Serv Printing Services Br.

## **ONTARIO GEOGRAPHIC NAMES BOARD**

Ontario Geographic Names Board, see Nat Res Surveys & Mapping Br Nomenclature

## **ONTARIO GOVERNMENT BOOKSTORE**

416-965-6015

GOVT SERV, PUBLICATIONS SERVICE under the Printing Services Br is responsible for cataloguing, inventory control and distribution of Ontario Government publications to the public, other ministries and to public libraries through a province-wide library depository system. Publications, including legislation (bills and regulations) are distributed through the **Ontario Government Bookstore** at 880 Bay St., Toronto (965-2054) or by mail through the Publications Centre, 5th Floor, 880 Bay St., Toronto, M7A 1N8 (965-6015). Cheques or money orders should be payable to the Treasurer of Ontario. Bibliographic Services Centre (965-1415) maintains collection of Ontario Government publications from 1971. Provides bibliographic & reference services and microfiche of certain government documents for research purposes. Compiles monthly checklist and annual catalogue of Ontario Government publications and has other bibliographies & brochures.

## **ONTARIO HEALTH INSURANCE PLAN**

416-482-1111

HEALTH, ENROLMENT BRANCH enrolls all persons eligible for the **Ontario Health Insurance Plan (OHIP)**; maintains records and answers all questions regarding enrolment and insured status. Immigrants receive health insurance coverage from date of application provided they apply within 90 days of landing in Ontario. Reviews eligibility for insured services. Administers program relating to: OHIP premium assistance based on taxable income and OHIP premium exemption based on age. Senior citizens 65 years of age or over who have resided in Ontario for the 12 months preceding application are eligible. Spouses of eligible senior citizens are also covered by premium exemption. Also provides service to employers in administration of their insured groups. Contact district offices listed in the Appendix (in Toronto, 482-1111).

416-965-5700

HEALTH, INSURANCE CLAIMS BR processes insurance claims under the **Ontario Health Insurance Plan (OHIP)**. Administers district offices which answer questions about enrolment in OHIP, premium payments, claims payments and Extended Health Care benefits. Appeals concerning Extended Health Care benefits in nursing homes are handled by the Medical Eligibility Committee (965-3294). Contact district offices listed in the Appendix (in Toronto, 482-1111).

416-965-2181

HEALTH, PROFESSIONAL SERVICES MONITORING BR assists in setting **Ontario Health Insurance Plan (OHIP)** medical policy, claims adjudication policy, and works with colleges and regulatory boards of the professions which provide insured services to control over-utilization of the system by practitioners and the public. Professions monitored include physicians, dentists, chiropractors, chiropodists, osteopaths and optometrists. In situations where it appears that unnecessary or excessive numbers of services have been rendered, or

there is concern that claims may have been submitted to OHIP when services were not rendered, letters must be written to this Branch, 7 Overlea Blvd., Toronto M4H 1A9, providing all details, including OHIP number. Inquiries regarding claims must be referred to local district office (See Appendix).

## ONTARIO HERITAGE FOUNDATION

416-965-9504

CULT & REC, **ONTARIO HERITAGE FOUNDATION** advises the Minister of Culture & Recreation on issuing archaeological licences and on designating significant archaeological and historic sites. Provides grants to encourage innovative new work in archaeology and to help complete artifact analysis. Provides grants or loans for architectural conservation to encourage renovation of buildings of historical or architectural significance. Erects historical plaques which recognize people, places, buildings and events of significance to the history of the province. Acquires, usually by donation, heritage properties, parkland, works of art and historical artifacts.

## ONTARIO HOME RENEWAL PROGRAM

Ontario Home Renewal Program, see Housing Ontario Home Renewal Program.

## ONTARIO HOUSE

IND & TOUR, **ONTARIO HOUSE**, Charles II St., London S.W. 1, England (Tel. 1-930-6404) is part of this Ministry's Industry & Trade Development Europe Branch operations. The Agent General, **Ontario House** is responsible for representational and other activities in Britain and Ireland on behalf of all Ontario Government ministries. In addition to performing the functions as described under Ind & Tour Industry & Trade Development entry, this office promotes Ontario tourism, assists Ontario manufacturers seeking technical and professional personnel not available from Canadian sources and provides the public, business groups and the media with information on Ontario.

## ONTARIO HOUSING

Ontario Housing, see Rent Geared to Income

## ONTARIO HUMAN RIGHTS COMMISSION

416-965-6841

**ONTARIO HUMAN RIGHTS COMMISSION** administers the Ontario Human Rights Code to achieve equal treatment for all people in the areas of employment, housing, public accommodation, services and facilities such as hotels and restaurants, and related advertising, regardless of race, creed, colour, age, sex, marital status, nationality, ancestry or place of origin. Investigates and conciliates complaints of discrimination. Promotes public education to eliminate prejudice and provides publications on human rights. Undertakes resolution of community problems involving race and ethnic relations when tensions threaten to erupt into violence. The Commission reports to the Legislature through the Minister of Labour. Contact Ministry of Labour regional offices listed in the Appendix.

## ONTARIO HYDRO

416-592-5111

**ONTARIO HYDRO** supplies energy (electrical energy) to the people of Ontario indirectly through 334 associated municipal utilities, and directly to more than 775,000 rural customers. The Ontario Hydro Electrical Inspection Program (Tel. 592-3721) provides technical guidance to consultants, contractors, architects, manufacturers and customers on problems

concerning installation of electrical equipment and adherence to the Electrical Safety Code Book. Its Rural Electrical Service and Billing Inquiry Program (Tel. 592-3731) answers inquiries on service policy and practices from rural clientele. Operates a nuclear Communications Centre in Pickering (839-0465) to provide educational information to the public on nuclear power. Ontario Hydro reports to the Legislature through the Minister of Energy. Ontario Hydro regional offices are listed in the Appendix.

416-965-2851

**ONTARIO ENERGY BOARD** regulates certain phases of the natural gas industry in Ontario including rates and charges, designation and authorization of storage areas, construction of transmission lines, expropriation for natural gas pipelines, franchises for natural gas companies to serve designated areas. Acts upon references by the Minister of Energy about wholesale **Ontario Hydro** rates, and by the Lieutenant Governor in Council on any questions about energy. The Board answers to the Legislature through the Minister of Energy.

416-965-2111

**ROYAL COMMISSION ON ELECTRIC POWER PLANNING** was established in 1975 to inquire into the long-range planning of Ontario's electric power system. It examined the long-range planning concepts of **Ontario Hydro** and related them to the broad range of provincial planning, the use of electrical energy and to environmental, energy and socio-economic factors. Conclusions on nuclear power are included in the Commission's Sept. 1978 interim report. Its final report is due in Oct. 1979. Operates a Library and Information Centre. To obtain materials and submissions from previous hearings, contact the Royal Commission office at 14 Carlton Street, 7th Floor, Toronto, M5B 1K5. Reports to the Legislature through the Provincial Secretary for Resources Development.

## ONTARIO HYDRO PUBLIC REFERENCE CENTRE

416-592-3331

**ONTARIO HYDRO PUBLIC REFERENCE CENTRE** is the library and information service for Ontario Hydro and has general reference material on energy. For a description of activities, see first entry under Information Service.

## ONTARIO LABOUR RELATIONS BOARD

Ontario Labour Relations Board, see Labour Ontario Labour Relations Board.

## ONTARIO LAND CORPORATION

416-965-0250

**HOUSING, LAND OPERATIONS BR** is responsible for the supervision of engineering and professional service contracts for all **Ontario Land Corporation** (OLC) development projects, except North Pickering and Townsend. It also manages provincially-owned properties within the North Pickering site and provides liaison with Ministry of Government Services in the management of other OLC lands, including Townsend.

416-965-9164

**HOUSING, MARKETING & LONG TERM PLANNING BR** is responsible for long term market analysis, marketing and planning for all provincial land held by the **Ontario Land Corporation** for residential, commercial and industrial development (e.g., industrial parks). Responsibility includes related long term financial and economic planning and capital financing. Major developments in the land development program include the new communities of North Pickering and Townsend and projects in Malvern, Saltfleet, Hamilton Mountain, Kitchener and Windsor. For information on the North Pickering and Townsend

Projects, see Housing North Pickering Project and Housing Townsend Community Development Project. For information on land available for lease contact Housing Land Operations Br (965-0250) for North Pickering, AG & Food Foodland Development Br (965-9433) for agricultural land, and Govt Serv Realty Services Br Property Administration (965-2040) for the other areas.

416-965-2512

**HOUSING, ONTARIO LAND CORPORATION (OLC)** is the corporate vehicle for the Ministry's Land Development Wing, responsible for planning, developing and marketing all provincially-owned land acquired for development, including the new communities of Townsend and North Pickering.

## ONTARIO LAW REFORM COMMISSION

416-965-4761

**ATT GEN, ONTARIO LAW REFORM COMMISSION** inquires into any matter relating to law reform, the administration of justice, judicial and quasi-judicial procedures. The **Ontario Law Reform Commission** conducts legal research to carry out these functions.

## ONTARIO LEGAL AID

416-598-0200

**ONTARIO LEGAL AID PLAN (OLAP)** is operated by the Law Society of Upper Canada under authority of the Attorney General. The Ontario Legal Aid Act ensures that no one shall be denied the services of lawyers for lack of money. Every Ontario resident and in certain cases non-residents, may apply for legal aid. Qualification is based on need. Local Community & Social Services Office investigates applicant's finances & reports to the Legal Aid Area Director as to whether applicant pays nothing, a portion, or all costs of the legal aid applied for. The OLAP also administers grants to clinics providing legal services to the community and subsidizes the operation of student legal aid societies in six Ontario law schools. For general information on OLAP call 361-0766; to apply for legal aid in the Judicial District of York call 598-0200. Elsewhere consult local telephone directory.

## ONTARIO LOTTERY CORPORATION

416-961-6262

**CULT & REC, ONTARIO LOTTERY CORPORATION, LOTTARIO.** The **Ontario Lottery Corporation** manages Lottario, Wintario and the Provincial lotteries. To find out winning numbers consult newspapers the Monday following the draw or list posted at retailer's or call 416-870-9122 (Toronto) for a recorded message.

416-961-6262

**CULT & REC, ONTARIO LOTTERY CORPORATION, PROVINCIAL.** The **Ontario Lottery Corporation** manages the Provincial Lottery, Wintario and Lottario. To find out winning numbers of last Provincial Lottery draw consult newspapers the next day or list posted at retailer's or call 416-870-9161 (Toronto) for a recorded message. Proceeds from Provincial Lottery sales in Ontario are used to provide grants for health research and related environmental projects. See Health Policy Development & Research Br, Env Pollution Control Br Development & Research Group and Labour Standards & Programs Br.

416-961-6262

**CULT & REC, ONTARIO LOTTERY CORPORATION, WINTARIO.** The **Ontario Lottery Corporation** manages Wintario, Lottario and the Provincial lotteries. To find out winning numbers of last Wintario draw consult newspapers the next day, or list posted at

retailer's or call 416-870-9170 (Toronto) for a recorded message. See Cult & Rec Wintario Grants for information on the Wintario grants program.

**ONTARIO MEDAL**

416-965-9121

**ONTARIO MEDAL.** Three awards were established by the government to recognize outstanding Ontarians. The Ontario Medal for Good Citizenship was created to recognize and pay tribute to citizens who, through their selflessness, humanity and kindness make Ontario a better place to live. The Ontario Medal for Police Bravery recognizes acts of superlative courage and bravery performed in the line of duty by members of Ontario's police forces. The Ontario Medal for Firefighters Bravery likewise recognizes similar acts performed in the line of duty by members of Ontario's firefighting forces. Advisory councils on each of the awards select possible recipients of the medals. For nominations write to: The Secretary, Advisory Council, (specify award), Legislative Bldg., Queen's Park, Toronto M7A 1A1.

**ONTARIO MILK MARKETING BOARD**

Ontario Milk Marketing Board, see Ag & Food Farm Products Quality Br Milk Industry Section.

**ONTARIO MORTGAGE CORPORATION**

416-965-9135

**HOUSING, ONTARIO MORTGAGE CORPORATION** administers the repayment of mortgages and leases committed originally under various ministry lending programs.

**ONTARIO MUNICIPAL BOARD**

416-965-1912

**ATT GEN, ONTARIO MUNICIPAL BOARD** performs a quasi-judicial function in the implementation of sound municipal development. Hears applications for approval of zoning by-laws, official plans and plans of subdivisions referred by the Ministry of Housing and appeals as provided under the Planning Act and under the Assessment Act. The **Ontario Municipal Board** supervises certain financial and other affairs of municipalities with respect to applications for capital expenditures and the issuance of orders creating, altering or dissolving municipalities.

**ONTARIO NORTHLAND TRANSPORTATION COMMISSION**

705-472-4500

**NORAFFAIRS, ONTARIO NORTHLAND TRANSPORTATION Commission (ONTC)** in North Bay supervises transportation services in Northern Ontario such as air services (norOntair), highways services, railway services (including the Polar Bear Express and the Northlander), marine services (including ferry services to Manitoulin and cruises on Lake Nipissing) and telecommunications services. The **Ontario Northland Transportation Commission** has a sales office in Toronto, phone: 965-4268.

**ONTARIO PLACE**

416-965-7711

**IND & TOUR, ONTARIO PLACE CORPORATION** operates a 96 acre cultural, entertainment and recreation complex on three man-made islands on Lake Ontario, Toronto including exhibition pavilions, band shell, theatres, the giant-screen cinesphere, live entertainment, the Forum, restaurants, snack bars, boutiques, a marina, pedal boats, boat tours, the Canadian destroyer HMCS Haida, mini-golf, land rides, picnic areas, and a children's village

with a water play area and play apparatus including a 370-ft four-flumed waterslide. **Ontario Place** arranges banquets, receptions all year, shows films for conventions and other groups of residents or tourists. Open daily May 17 to Sept. 16 (10 a.m. to 1 a.m. Mon-Sat; 10 a.m.- 10 p.m. Sun). All major attractions are free with admission (no admission charge for senior citizens). Contact Ontario Place Corporation, 955 Lakeshore Blvd. West, Toronto, Ontario, Canada M6K 3B9.

## ONTARIO POLICE COMMISSION

416-965-6071

**SOL GEN, ONTARIO POLICE COMMISSION** ensures adequate Ontario policing by organizing, training and encouraging use of modern technology and cooperation among police in all municipalities for efficient law enforcement. Advises on organization of police in regional governments. Coordinates police communications and info systems (CPIC - Canadian Police Information Centre). Analyzes and disseminates criminal intelligence information (CISO - Criminal Intelligence Service, Ont.) (965-8910). **Ontario Police Commission** trains all levels of police personnel at Ontario Police College, Aylmer, Ontario (519-773-5361).

## ONTARIO PROVINCIAL POLICE

Ontario Provincial Police (OPP), see Sol Gen OPP branch name. To contact closest OPP detachment in case of an emergency, outside Metro Toronto ask Operator for Zenith 50,000.

## ONTARIO PUBLIC SERVICE

Ontario Public Service, see Civ Serv Branch Name, Govt Serv Employee Benefits Br, also Employees of the Ontario Public Service.

## ONTARIO QUEBEC PERMANENT COMMISSION

Ontario Quebec Permanent Commission, see also Intgov Aff Federal-Provincial & Interprovincial.

416-965-2927

**INTGOV AFF, ONTARIO QUEBEC PERMANENT COMMISSION** promotes and stimulates cultural and educational exchanges between governments, individuals, groups, schools and organizations in Ontario and Quebec to foster understanding and cooperation between residents of the two provinces. The OQPC does not fund or operate programs directly but encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint support. Also coordinates exchanges between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

## ONTARIO RACING COMMISSION

416-963-0520

**CCR, ONTARIO RACING COMMISSION (ORC)** promotes the proper management of horse racing and the orderly behaviour and integrity of participants. Issues licences to participants and encourages the improvement of the quality of horses that race. Contact judges and stewards at race tracks or the head office of the **Ontario Racing Commission**.

## ONTARIO RESEARCH FOUNDATION

416-822-4111

**IND & TOUR, ONTARIO RESEARCH FOUNDATION** in Sheridan Park, Mississauga, Ontario L5K 1B3 provides Canadian industry, consultants and government with a broad

range of research and development and technological services through non-profit, contract industrial research. All work undertaken for clients is confidential. Multi-disciplinary, independent laboratory facilities of **Ontario Research Foundation** are used by over 1500 companies each year for projects ranging from short-term feasibility studies through product and process development to long-range scientific and engineering investigation.

**ONTARIO SCIENCE CENTRE**

Ontario Science Centre, see also Cult & Rec Festival Ontario.

416-429-4100

**CULT & REC, ONTARIO SCIENCE CENTRE** located at Don Mills Road and Eglinton Ave. East in North York, explains science and technology to the public through innovative methods. Invites audience participation in its 550 exhibits and its demonstrations, workshops and theatre presentations. Provides special exhibits, films and lectures; also provides education programs and tours for Canadian school classes booked in advance of their visit. Four major travelling exhibits visit shopping malls, schools, libraries, and recreation centres throughout Ontario. The Centre also houses the Ontario Film Institute which is a reference and information centre, the Ontario Film Theatre which screens films, and the Ontario Film Archives.

**ONTARIO SHARE & DEPOSIT INSURANCE CORPORATION**

Ontario Share & Deposit Insurance Corporation, see CCR Financial Institutions, also CCR Commercial Registration Appeal Tribunal.

**ONTARIO SPECIAL BURSARY**

Ontario Special Bursary, see Coll Univ Student Awards Br.

**ONTARIO STOCK YARDS BOARD**

Ontario Stock Yards Board, see Ag & Food Ontario Stock Yards Board.

**ONTARIO STUDENT ASSISTANCE PROGRAM**

Ontario Student Assistance Program, see Coll Univ Student Awards Br.

**ONTARIO STUDENT LEADERSHIP CENTRE**

Ontario Student Leadership Centre, see Educ Student Activities & Special Projects Br.

**ONTARIO STUDENT LOAN**

Ontario Student Loan, see Coll Univ Student Awards Br.

**ONTARIO STUDENT RECORD**

Ontario Student Record, see Educ Student Activities & Special Projects Br.

**ONTARIO TAX CREDIT**

416-965-8470

**REVENUE, ONTARIO TAX CREDIT SYSTEM** Information Centre provides multilingual information service and assistance to Ontario residents in completing their **Ontario Tax Credit** form and claiming their property, sales, pensioner and political contributions tax credits when filing their federal personal income tax forms. The first three credits are available regardless of income tax payable; the last only to those who donated to Ontario registered parties, candidates & constituency associations. Residents outside Metro Toronto (except those in area code 807) may call the Centre toll-free by dialing direct 1-800-268-7121.

Residents in area code 807 call toll-free by asking Operator for Zenith 8-2000. In Metro Toronto call 965-8470. General inquiries re Federal Tax should be referred to district offices of the Federal Department of National Revenue; in Toronto call 869-1500.

## ONTARIO YOUTH SECRETARIAT

416-965-3540

ONTARIO YOUTH SECRETARIAT researches information and advises the Ontario Government and ministries on policies and programs involving youth (persons approximately 16 - 24 years). The Secretariat coordinates government youth programs including youth employment, e.g. summer employment for students. It also provides an information service on government youth services. Inquiries about the Ontario government's Experience Program in general should be directed to Tel. 965-0480. Each ministry coordinates its own Experience Programs. The Ontario Youth Secretariat reports to the Legislature through the Provincial Secretary for Social Development.

## ONTARIO 20

416-965-3255

IND & TOUR, COMMUNICATIONS DIV, ADVERTISING SECTION promotes tourism in Ontario through advertising in consumer media and travel trade publications. Also advertises industry and trade development in Ontario and abroad. Agency of Record purchases advertising print space and broadcast time for all ministries, boards and commissions of the Ontario Government. Government information communications program (**Ontario 20**) provides government information to ethnic or multicultural and non-urban communities through weekly newspapers, ethnic publications, radio and television.

## ONTOUR

Ontour, see Ontario Arts Council

## OPERATING ENGINEERS

Operating Engineers, see CCR Pressure Vessels Safety Br

## OPERATION OSHAWA

Operation Oshawa, see Revenue Oshawa Relocation Unit

## OPP

OPP (Ontario Provincial Police), see Sol Gen OPP branch name. To contact closest OPP detachment in case of an emergency, outside Metro Toronto ask Operator for Zenith 50,000.

## OPTOMETRISTS

416-965-7285

HEALTH, HEALTH BOARDS SECRETARIAT has two main functions: provides administrative support for the review/appeal boards established in legislation under the Minister's jurisdiction; provides liaison with the Governing Board Of Denture Therapists. Under the Health Disciplines Act, the Health Disciplines Board of Ontario will hear appeals from the public and the health professions who believe that their complaints to the colleges (governing bodies) were not satisfactorily dealt with by the individual colleges for physicians, dentists, **optometrists**, pharmacists and nursing.

416-965-2181

HEALTH, PROFESSIONAL SERVICES MONITORING BR assists in setting Ontario Health Insurance Plan (OHIP) medical policy, claims adjudication policy, and works with

colleges and regulatory boards of the professions which provide insured services to control over-utilization of the system by practitioners and the public. Professions monitored include physicians, dentists, chiropractors, chiropodists, osteopaths and **optometrists**. In situations where it appears that unnecessary or excessive numbers of services have been rendered, or there is concern that claims may have been submitted to OHIP when services were not rendered, letters must be written to this Branch, 7 Overlea Blvd., Toronto M4H 1A9, providing all details, including OHIP number. Inquiries regarding claims must be referred to local district office (See Appendix).

## ORCHARDS

Orchards, see Ag & Food Farm Products Quality Br Fruit & Vegetables Section.

## ORCHESTRAS

Orchestras, see Ontario Arts Council

## ORDER PAPER

416-965-1406

LEGISLATIVE ASSEMBLY, CLERK'S OFFICE. The Clerk is the principal officer of the Legislative Assembly and is responsible for procedure and the daily publication of the **Order Paper** and Votes and Proceedings, the official record of the activities of the Legislature. The Clerk's Office will answer questions about the status of legislation before the Legislature, rules pertaining to Private Bills and select and standing committees.

## ORE

Ore, see Nat Res Ontario Geological Survey.

## ORGAN DONATIONS

Organ donations for therapeutic purposes, see Sol Gen Chief Coroner's Office

## ORGANIZED CRIME

416-965-8108

SOL GEN, OPP, INTELLIGENCE BR collects and disseminates police information relating to **organized crime**. OPP district headquarters are listed in the Appendix.

## OSAP

OSAP (Ontario Student Assistance Program), see Coll Univ Student Awards Br.

## OSTEOPATHS

416-965-2181

HEALTH, PROFESSIONAL SERVICES MONITORING BR assists in setting Ontario Health Insurance Plan (OHIP) medical policy, claims adjudication policy, and works with colleges and regulatory boards of the professions which provide insured services to control over-utilization of the system by practitioners and the public. Professions monitored include physicians, dentists, chiropractors, chiropodists, **osteopaths** and optometrists. In situations where it appears that unnecessary or excessive numbers of services have been rendered, or there is concern that claims may have been submitted to OHIP when services were not rendered, letters must be written to this Branch, 7 Overlea Blvd., Toronto M4H 1A9, providing all details, including OHIP number. Inquiries regarding claims must be referred to local district office (See Appendix).

## OUTREACH ONTARIO

416-965-6256

**CULT & REC, OUTREACH ONTARIO**, a program under the Arts Services Br is designed to decentralize the province's cultural resources by encouraging Toronto area cultural institutions to diversify their programs, expand extension services and undertake cooperative projects. Cultural agencies and facilities involved include: the Art Gallery of Ontario, the Royal Ontario Museum, the Royal Botanical Gardens, the Ontario Educational Communications Authority, the Ontario Science Centre, the McMichael Canadian Collection and regional public libraries. These agencies develop and administer their own Outreach programs. See also **Cult & Rec Festival Ontario**, an important part of Outreach Ontario, listed separately in this index.

## OVERSIZE & OVERWEIGHT VEHICLES

Oversize & Overweight Vehicles, see **TR & Comm Highway Carrier Licensing Section**.

## OVERTIME PAY

Overtime Pay, see **Labour Employment Standards Br**

## PAGES

Pages at Legislative Assembly sessions, see **Legislative Assembly Speaker's Office**.

## PAPERBACKS

Paperbacks, see also **Cult & Rec Cultural Industries Br** and **Cult & Rec Ontario Arts Council**.

416-963-0366

**CCR, BAILIFFS, COLLECTION AGENCIES, MORTGAGE BROKERS, CONSUMER REPORTING, PAPERBACK & PERIODICAL DEALERS ACTS**. The Registrar of these Acts ensures the protection of Ontario consumers through control and supervision of private bailiffs, collection agencies, consumer reporting agencies (credit and personal information investigation), mortgage brokers and dealers of **paperbacks** and periodicals. While this office recommends appointments under the Bailiffs Act, it is the ministry's Central Registration Section that accepts registration of businesses under the other Acts (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File: 963-0441). Consumer complaints relating to all these Acts are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

416-963-0441

**CCR, CENTRAL REGISTRATION SECTION** under the Consumer Advisory Services Br provides actual registration functions and maintains central registry of any business registered under the following Acts: Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers, Mortgage Brokers, Travel Industry and Paperback & Periodical Dealers (wholesalers of **paperbacks** & periodicals). Answers inquiries from government agencies and the public as to whether a business is registered under these Acts (963-0441). For new applications call 963-0446, renewals 963-0444, revisions 963-0448.

416-965-4728

**CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL** holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling

and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of **paperbacks** & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and deceptive or unfair business practices. Nine Bureaux across Ontario handle complaints under these Acts: Bailiffs (private bailiffs), Business Practices, Collection Agencies, Consumer Protection (e.g., finance charges on credit purchases and loans), Consumer Protection Bureau, Consumer Reporting (credit reporting and personal investigation agencies), Mortgage Brokers, Motor Vehicle Dealers, Paperback & Periodical Distributors (wholesalers of **paperbacks** and periodicals), Real Estate and Business Brokers, and Travel Industry (travel agents & wholesalers). The Business Practices Act specifies some practices considered to be deceptive, unfair or unconscionable and provides the consumer with redress procedures. See list of Bureaux in the Appendix.

## PARCOST

416-965-6685

HEALTH, DRUGS & THERAPEUTICS, Health Programs Division is responsible for quality assurance of Ontario's Drug Benefit and **PARCOST** (Prescriptions At A Reasonable Cost) programs. Selects and assesses drugs listed in the Drug Benefit Formulary & **PARCOST** Comparative Drug Index for safety, quality and therapeutic value. Drugs listed in this publication also serve as the list of benefits for Ontario Drug Benefit. Advises the Ministry of Health, Ontario government and institutions, professional groups, pharmaceutical industry and the general public on matters which relate to pharmaceuticals, pharmacology, therapeutics, and the practice of pharmacy. Sets standards of quality and cost/benefit for pharmaceuticals in nursing homes, Homes for the Aged, hospitals and government institutions. See also Health **PARCOST** Program.

416-965-9451

HEALTH, ONTARIO DRUG BENEFIT UNIT, Health Insurance Division is responsible for program management of Ontario's Drug Benefit program. Publishes and distributes the Ontario Drug Benefit Formulary and **PARCOST** Comparative Drug Index, a prescribing guide for doctors and dispensing aid for pharmacists. When prescribed by an Ontario doctor or dentist, drugs in the Formulary are available free to Drug Benefit recipients. Advises the Ministry, government agencies and institutions, professional groups, the pharmaceutical industry and public on all matters related to Ontario Drug Benefit and provides liaison re pharmaceutical services in nursing homes, Homes for the Aged, hospitals, government institutions.

416-965-6685

HEALTH, **PARCOST** (Prescriptions At A Reasonable Cost) PROGRAM is administered by Drugs and Therapeutics, Health Programs Division. Pharmacists who voluntarily participate in **PARCOST** agree to dispense prescriptions at no more than the cost of the drugs listed in the **PARCOST** Comparative Drug Index Drug Benefit Formulary plus a professional dispensing fee which is negotiated with the Ontario Government. Drugs listed are assessed by

the Drugs and Therapeutics Program for safety, quality and therapeutic value. This same publication also serves as the list of drugs which are provided as benefits under Ontario Drug Benefit.

## PARKING TICKET FINES

Parking Ticket Fines, see Att Gen Provincial Courts Criminal Div Metro.

## PARKS

Parks, see also Cult & Rec Huronia Historical Parks. Contact municipal parks and recreation departments for information on local parks.

416-965-4008

IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION accepts collect calls (965-3448 for calls in French). Provides Ontario travel counselling to the public. Supplies information and publication on tourist attractions, accommodations, campgrounds & **parks** (incl. trails, canoe routes), events, festivals, exhibitions & tours, facilities for hunting, summer & ice fishing, boating, skiing & other winter activities. Distributes road and tourist maps. Reports on up-to-date ski & winter road conditions, fall colour & campgrounds vacancy. Operates nine travel information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald Block). Eleven travel information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

416-965-2761

NAT RES, FINANCIAL SERVICES BR, besides the financial management and accounting functions as outlined in the first entry under Accounting, is responsible for appropriations control, development of accounting and costing systems, financial and cost analyses, pre-audit controls and procedures. Prepares claims under federal-provincial agreements; controls collateral securities and collects records and reports on revenue from timber operations, sales and leases of Crown land, mining operations, provincial **parks** operations, fish and wildlife licences and sundry other cash receipts. For fish and wildlife (hunting) licences sale, see Nat Res Administrative Services Br or contact ministry regional or district offices (listed in the Appendix).

416-356-2241

NAT RES, NIAGARA PARKS COMMISSION in Niagara Falls, Ontario operates a 56 kilometre system of **parks** along the Niagara River including recreation areas, scenic attractions, historic sites. The Niagara Parks Commission also runs a Horticultural School.

416-965-2745

NAT RES, PROVINCIAL PARKS BR manages provincial **parks**, canoe routes, water access points, snowmobile trails, waterfowl hunting areas. Also manages park campgrounds, trails and concessions. Cooperates with federal government and municipalities in planning **parks** and provides financial assistance to municipalities for park development. For general information on **parks** contact 965-3081 and for park vacancy reports during the summer months call 967-0427 9 A.M. to 9 P.M., seven days a week. Develops and coordinates provincial **parks** planning and other public recreation facilities (965-3981). Assists other government and private agencies with related planning. Contact regional or district offices listed in Appendix.

416-965-3981

NAT RES, PROVINCIAL PARKS COUNCIL advises the Minister of Natural Resources on policy, planning, development and management of Ontario Provincial **Parks** in relation to Ontario's changing recreational needs. Monitors and makes recommendations on the implementation of Algonquin Park Master Plan.

519-862-2291

NAT RES, ST CLAIR PARKWAY COMMISSION in Corunna is responsible for the establishment of a parkway along the St. Clair River from Point Edward on Lake Huron to Mitchell's Bay on Lake St. Clair. The St Clair Parkway Commission is a joint program of **parks** and recreation development by the Province of Ontario, County of Lambton, County of Kent, City of Chatham and the City of Sarnia.

613-543-2951

NAT RES, ST LAWRENCE PARKS COMMISSION, Morrisburg, Ontario operates and maintains **parks**, campgrounds and historic sites from the Ontario-Quebec border to 30 miles west of Kingston on Highway 33. Historic sites are Old Fort Henry at Kingston and Upper Canada Village east of Morrisburg. Other facilities include a Wildfowl Sanctuary, an 18 hole golf course, a railroad museum, nature trails and Pioneer and Loyalist memorials. Winter recreation facilities include cross-country skiing, snowmobiling, tobogganing, snowshoeing. A maple sugar bush, skating and horse drawn sleigh rides operate at Upper Canada Village. A marina and riding stable are operated as concessions on Commission lands.

## PARKWAY BELT SYSTEM

416-965-3243

HOUSING, PARKWAY BELT SECTION under the Community Planning Wing manages the activities involved in the **Parkway Belt System**. The System is a major part of the Toronto-Centred Region Concept that is designed to provide for urban areas physically arranged in two tiers to the west and east of Toronto.

## PARLIAMENT

Parliament, see Legislative Assembly

## PAROLE

Parole, see also Probation.

416-750-3360

CORR SERV, ONTARIO BOARD OF PAROLE considers for **parole** inmates serving sentences of less than two years. The Ontario Board of Parole only reviews terms of persons in provincial correctional institutions, not federal institutions.

416-750-3440

CORR SERV, PROBATION & PAROLE BR works closely with all courts of criminal jurisdiction in Ontario and the Ontario Board of Parole on probation and **parole** requirements: providing pre-sentence reports to the Ontario Board of Parole, assisting probationers, providing supervision and assistance to offenders on **parole** and to former inmates who need it after release from correctional institutions. Assistance includes counselling and guidance in finding employment, housing, food, clothing, etc. Contact local probation field office. Four Regional Administrators supervise Probation and Parole Field Offices throughout Ontario. All offices are listed in the Appendix.

416-750-3475

**CORR SERV, VOLUNTEER PROGRAMS**, Community Program Development Br, coordinates the recruiting, screening, training and supervision of volunteers who are involved in all phases of the Ministry's operation. Volunteers are active in correctional institutions and probation and **parole** services. Opportunities for volunteer participation exist in all areas of the province. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Native Program Development and Corr Serv Restitution Program Development.

## PARTNERSHIPS

416-963-0510

**CCR, COMPANIES SERVICES BR PARTNERSHIPS REGISTRATION** Section deals with registration of **partnerships**, limited **partnerships** and proprietorships. Registers corporations that carry on business in Ontario by a name or style other than its corporate name. Also registers dissolution or withdrawal of these businesses and conducts public searches of documents relating to all the above business ventures.

416-963-0373

**CCR, COMPANY LAW BR** provides legal counselling to the Companies Division and handles inquiries of legal nature from the public about: incorporation of business and non-profit corporations, licences in mortmain, extra-provincial licences, registration of **partnerships** and sole proprietorships, names and name style registration by corporations, and registration of securities registered against the personal property of corporations, e.g. corporate bonds, debentures, trust indentures and corporate mortgages. This includes sorting out deficiencies in the applications submitted to the Companies Services Branch.

## PASTEURIZATION PLANTS

Pasteurization Plants, see Health Program Advisory Br Food Control

## PATENT

Patent, see also Letters Patent, Land Patents. Patents, trademarks and copyrights are governed by federal acts. To register these, contact Department of Consumer & Corporate Affairs.

416-965-5494

**IND & TOUR, CONSULTATIVE SERVICES BR, COUNSELLING** provides counselling services to those starting a small business, to inventors and entrepreneurs who wish to commercialize their ideas, and to businesses that need technical assistance in metric conversion. Counselling to inventors includes information on what a **patent** is, how a patent-search can be conducted at the lowest cost, how to determine product marketability. Advises companies individually on marketing and exports, financial problems and business planning, and assists small companies that do not have traffic managers to determine the most economical method of packing and shipping products to consumers. Encourages production improvement and cost reduction through industrial engineering counselling assistance and through an energy management counselling program. For business counselling contact Queen's Park: 965-0410 (manufacturing programs), 965-5494 (marketing and financial programs) or regional offices listed in the Appendix (in Metro Toronto, 491-7680). See also Ind & Tour Consultative Services Br Grants.

## PATHOLOGISTS

Pathologists, see Sol Gen Forensic Pathology Br.

**PAVEMENT**

Pavement (highway construction), see Tr & Comm Engineering Materials Office and Tr & Comm Engineering Research & Development Br.

**PAY POLICY**

Pay Policy concerning Ontario Public Service employees, see Civ Serv Pay Policy & Admin Br, also Civ Serv Staff Relations Div.

**PCV**

PCV (Public Commercial Vehicle) and PV (Public Vehicle), see Tr & Comm Highway Carrier Licensing Section, also Tr & Comm Ont Highway Transport Board.

**PENSIONERS**

Pensioners, see Senior Citizens

**PENSIONS**

Old Age Pensions (OAS), Guaranteed Income Supplement (GIS), Spouse's Allowance, Family Allowance (Baby Bonus), the Canada Pension Plan (CPP) and Veteran's Pensions are Federal Government programs. For information contact nearest Health & Welfare Canada or Veteran's Affairs office. The Ontario Government has other programs often referred to as pensions; see Family Benefits and Guaranteed Annual Income System.

416-963-0522

CCR, PENSION COMMISSION OF ONTARIO administers the Pension Benefits Act, which includes the registration of all private pension plans covering employees in Ontario. Also seeks to improve the quality and the administration of **pensions**.

416-965-9419

CIV SERV, BENEFITS POLICY BR develops, recommends, implements and maintains policies with respect to **pensions** and benefit programs for employees of the Ontario Public Service (OPS). Coordinates public sector pension plans and activities of committees monitoring pension escalation fund and insurance programs. Assists Staff Relations Div in negotiating employee benefits in the OPS. Produces, updates and distributes information on benefits and **pensions** to all civil servants. For questions regarding administration of benefit plans call respective ministry personnel branch, or Employee Benefits Branch, Ministry of Government Services, 965-6861.

416-226-2700

EDUC, TEACHERS SUPERANNUATION COMMISSION provides **pensions** for teachers upon retirement or early retirement because of physical or mental disability. Also provides income to widowed spouse or orphans of deceased teachers.

416-965-1709

GOVT SERV, PUBLIC SERVICE SUPERANNUATION BOARD recommends payments of annuities, **pensions** and disability benefits to employees of the Ontario Public Service and rules on applications in respect of past service credits and pension credit transfers under the Public Service Superannuation Act. The Board also hears appeals from contributors, pensioners or dependents against administrative decisions. Inquiries about administration and benefits for Ontario Public Service employees are handled by Employee Benefits Branch (965-6861). Private pension plans should be referred to the Pension Commission of Ontario (963-0527).

416-598-0413

ROYAL COMMISSION ON THE STATUS OF PENSIONS was established in April, 1977 to study private sector **pensions** and retirement arrangements and to examine the Canada Pension Plan and public employee pension plans. Write to the Commission at 180 Dundas St. W., 22nd Floor, Toronto M5G 1Z8.

416-965-8851

WORKMEN'S COMPENSATION BOARD (WCB) administers the Workmen's Compensation Act. For employees disabled by work-related accidents or diseases the Act provides compensation (income), medical aid (payment of doctors' & hospital bills, etc.), rehabilitation services, awards for permanent disability & **pensions** for dependents of employees who die as a result of such accidents or diseases. Appeals on WCB decisions may be made under the Act. The Board is entirely financed by employer assessments, which also underwrite the safety education programs of nine accident-prevention associations. The Board's head office is at 2 Bloor St. East, Toronto; its Hospital & Rehabilitation Centre is in Downsview. The board has a library (965-8725), films (965-8722), two information offices in Toronto & area offices in 12 other Ontario cities (listed in the Appendix). The WCB reports to the Legislature through the Minister of Labour.

## PERIODICALS

416-963-0366

CCR, BAILIFFS, COLLECTION AGENCIES, MORTGAGE BROKERS, CONSUMER REPORTING, PAPERBACK & PERIODICAL DEALERS ACTS. The Registrar of these Acts ensures the protection of Ontario consumers through control and supervision of private bailiffs, collection agencies, consumer reporting agencies (credit and personal information investigation), mortgage brokers and dealers of paperbacks and **periodicals**. While this office recommends appointments under the Bailiffs Act, it is the ministry's Central Registration Section that accepts registration of businesses under the other Acts (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File: 963-0441). Consumer complaints relating to all these Acts are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

416-963-0441

CCR, CENTRAL REGISTRATION SECTION under the Consumer Advisory Services Br provides actual registration functions and maintains central registry of any business registered under the following Acts: Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers, Mortgage Brokers, Travel Industry and Paperback & Periodical Dealers (wholesalers of paperbacks & **periodicals**) Answers inquiries from government agencies and the public as to whether a business is registered under these Acts (963-0441). For new applications call 963-0446, renewals 963-0444, revisions 963-0448.

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & **periodicals**, travel agents & wholesalers. Also hears

appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and deceptive or unfair business practices. Nine Bureaux across Ontario handle complaints under these Acts: Bailiffs (private bailiffs), Business Practices, Collection Agencies, Consumer Protection (e.g., finance charges on credit purchases and loans), Consumer Protection Bureau, Consumer Reporting (credit reporting and personal investigation agencies), Mortgage Brokers, Motor Vehicle Dealers, Paperback & Periodical Distributors (wholesalers of paperbacks and **periodicals**) Real Estate and Business Brokers, and Travel Industry (travel agents & wholesalers). The Business Practices Act specifies some practices considered to be deceptive, unfair or unconscionable and provides the consumer with redress procedures. See list of Bureaux in the Appendix.

416-965-7690

CULT & REC, CULTURAL INDUSTRIES BR provides liaison with various levels of government and the film industry, recording industry, book publishing and **periodicals** industries. Does not give grants; emphasizes policy development. Accepts applications from established book publishers for guaranteed loans and interest subsidies. Manages Ontario Half Back program which allows non-winning Wintario tickets to be used for discounts on purchase of Canadian records or on admission to Canadian films (May to September, 1979). The Half Back program on the purchase of Canadian books or magazine subscriptions was in operation from January 19 to April 12, 1978.

416-961-1660

CULT & REC, ONTARIO ARTS COUNCIL promotes the study, enjoyment of, and production of works in the arts. Provides grants in response to written applications from performing and creative arts groups and individuals such as theatre and dance companies, orchestras and concert societies, art galleries and schools, publishing houses and **periodicals**, local and regional arts councils and festivals, arts service groups and community arts projects. Individual artists, e.g. painters, sculptors, playwrights, composers, writers, poets, makers of films and photographers may also apply. The Council has officers on staff who represent various art disciplines and pursuits. Other programs include Creative Artists In Schools (CAIS) and ONTOUR which assists concert artists, soloists, performing groups, and groups that sponsor local appearances. The Ontario Arts Council is concerned with the development of local and regional arts resources, and Franco-Ontarian community arts.

## PERSONAL PROPERTY SECURITY

Personal Property Security, see CCR Personal Property Registration Branch.

## PERSONNEL

Personnel Branch in each ministry works mainly in an advisory capacity with all line managers who have primary responsibility for all personnel matters within their units. Personnel Branch is responsible for the establishment of ministry personnel policies and procedures, the establishment of appropriate classification and compensation levels for all ministry employees, staff recruitment, employee counselling, the investigation of employee grievances and all matters affecting working conditions and performance. Maintains the ministry's personnel, payroll and employee benefit records. Provides liaison between the

ministry and Civil Service Commission, Management Board and the Ontario Public Service Employees Union (OPSEU).

416-965-7452

AG & FOOD, PERSONNEL BR performs the **personnel** functions for the Ministry of Agriculture and Food. For a description of branch activities, see first entry under Personnel.

416-965-2552

ATT GEN, PERSONNEL MANAGEMENT BR performs the **personnel** functions for the Ministry of the Attorney General. For a description of branch activities, see first entry under Personnel.

416-963-0277

CCR, PERSONNEL SERVICES BR performs the **personnel** functions for the Ministry of Consumer and Commercial Relations. For a description of branch activities, see first entry under Personnel.

416-965-2065

CIV SERV, ADMIN SERVICES BR, PERSONNEL SERVICES Unit provides the Commission and Management Board Secretariat with administrative services, advice and decisions on **personnel** administration. Affirmative Action coordinator (965-4840) coordinates the Commission's internal affirmative action policies for its women employees.

416-965-2222

COLL UNIV, PERSONNEL BR performs the **personnel** functions for the Ministry of Colleges & Universities. For description of branch activities, see first entry under Personnel.

416-965-7991

COMM SOC, PERSONNEL BR performs the **personnel** functions for the Ministry of Community and Social Services. For a description of branch activities, see first entry under Personnel. Training and Educational Assistance is now the responsibility of Planning and Management Improvement Branch, 965-7616.

416-750-3335

CORR SERV, HUMAN RESOURCES MANAGEMENT BR performs the **personnel** functions for the Ministry of Correctional Services. For a description of branch activities, see first entry under Personnel. Also operates summer employment programs for students based on experience and assigned-task projects for three month work periods in correctional institutions and is responsible for Ministry's Women's Advisor function.

416-965-0225

CULT & REC, PERSONNEL BR performs the **personnel** functions for the Ministry of Culture and Recreation. For a description of functions see first entry under Personnel.

416-965-2222

EDUC, PERSONNEL BR performs the **personnel** functions for the Ministry of Education. For a description of branch activities, see first entry under Personnel.

416-965-3267

ENV, PERSONNEL BR performs the **personnel** functions for the Ministry of the Environment. The branch is also responsible for the women's advisor. For a description of branch activities see first entry under Personnel.

416-965-7011

GOVT SERV, PERSONNEL BR performs the **personnel** functions for the Ministry of Government Services. For a description of branch activities see first entry under Personnel.

416-965-5077

HEALTH, HUMAN RESOURCES BR performs the **personnel** functions for the Ministry of Health. For a description of branch activities, see first entry under Personnel. The Branch is also a resource to the general health sector in labour relations, compensation and management development.

416-965-9401

HOUSING, PERSONNEL BR performs the **personnel** functions for the Ministry of Housing. Ontario Housing Corporation (OHC) Housing Operations Br (Metro) performs its own **personnel** functions (965-9831). For a description of functions see first entry under Personnel.

416-965-4259

IND & TOUR, PERSONNEL BR performs **personnel** functions for the Ministry of Industry and Tourism. For a description of functions see first entry under Personnel.

416-975-6171

INTGOV AFF, PERSONNEL Administration is provided by the Personnel Administration Branch of the Ministry of Treasury & Economics. For a description of this function, see first entry under **Personnel**.

416-965-6121

LABOUR, PERSONNEL BR performs the **personnel** functions (see first entry under Personnel) for the Ministry of Labour. The Branch is also involved with the Ministry's summer employment program, Students in Industrial Relations (STIR). The Ministry hires senior university and community college students and places them with sponsoring organizations, i.e. companies, unions, law and consulting firms, to give them practical exposure in the industrial relations field.

416-965-9489

LEGISLATIVE ASSEMBLY, ADMINISTRATIVE Office provides financial, **personnel** and associated administrative services for each Member of Provincial Parliament (MPP) and his or her staff, MPP's constituency offices (see list in the Appendix) and the various offices under the Office of the Legislative Assembly. Information and Tours Services (965-4028) conducts tours of the Legislative Building for school groups, associations and individuals. Art tours of the Macdonald Block are booked upon request. Provides information service to visitors on Ontario Travel and the Parliament Buildings and direction to various government offices. Bilingual guides are available. Food and Beverage Services (965-4340) includes Stewards Services (965-7651) which administers the Press Gallery Lounge and the Members Lounge, and the Member's Dining Room (965-2011) which offers MPPs facilities for luncheons, dinners, receptions.

416-965-2707

NAT RES, PERSONNEL BR performs the **personnel** functions for the Ministry of Natural Resources. For a description of branch activities, see first entry under Personnel. For **personnel** records call 965-3961; seasonal employment inquiries 965-1258. Also hires qualified 17 year old persons as junior rangers (965-1258). There are personnel officers in each of the Ministry's eight Regional Offices.

416-965-1788

REVENUE, PERSONNEL SERVICES BR performs the **personnel** functions including training and development activities and the Affirmative Action Program for the Ministry of Revenue. For a description of branch activities, see first entry under Personnel.

416-965-4468

SOL GEN, OPP, CAREER MANAGEMENT BR handles uniformed **personnel** recruitment and retains competent uniformed staff for employment in the Ontario Provincial Police (OPP). Manpower Administration section (965-8120) administers uniformed force management and staff development programs (e.g., the bilingual capabilities program), force promotional process and performance review programs. This includes keeping **personnel** files on uniformed staff and civilian complement control. Staff Relations Section (965-8406) deals with OPP staff and their family survivors. Provides services which include labour relations, counselling employees with medical and emotional problems, alcoholic rehabilitation. Provides liaison with the Ministry of the Solicitor General regarding negotiations with Ontario Provincial Police Association and the application of the Public Service Act.

416-965-6784

SOL GEN, PERSONNEL SERVICES BR performs the **personnel** functions for the ministry with the exception of OPP uniformed recruitment, uniformed staff development and staff relations with the Ontario Provincial Police Association (OPPA) which is the responsibility of the OPP Career Management Br. The **Personnel** Branch may be reached at 965-8404 for the following services: civilian recruitment, classification (all), documentation (all), staff relations (civilian). For other functions contact 965-6784. For description of branch activities, see first entry under Personnel.

416-248-3643

TR & COMM, PERSONNEL BR performs the **personnel** functions for the Ministry of Transportation & Communications. For a description of branch activities, see first entry under Personnel.

416-965-6171

TREAS ECON, PERSONNEL ADMINISTRATION BR performs the **personnel** functions for the Ministry of Treasury and Economics, the Ministry of Intergovernmental Affairs, the Ministry of Energy, Ontario Energy Board and the Niagara Escarpment Commission. For a description of branch activities, see first entry under Personnel.

## PERSONNEL ADMINISTRATORS

416-965-1022

CIV SERV, CLASSIFICATION BR administers the classification of all non-executive positions in the Ontario Public Service (OPS) except those of senior executives. Develops policy and standards for classification of employees of the Ontario Public Service. Conducts a training program offering courses and seminars on the subject of compensation for the development of **personnel administrators** in the OPS and the information of program managers.

416-965-1483

CIV SERV, RECRUITMENT BR, STAFFING TRAINING Section designs, develops and delivers a comprehensive program of staffing or recruitment training for **Personnel Administrators** and line Managers of the Ontario Public Service. Topics covered include writing a job advertisement, developing interview questions and conducting an interview. See also other sections under Civ Serv Recruitment Br.

## PERSONNEL DATA

Personnel data systems coordination in the Ontario Public Service (OPS), see Civ Serv Admin Services Br (Personnel Data Systems Section). Data on staff strength of the OPS, see Civ Serv Recruitment Br Staffing Policy & Control.

## PESTICIDES

416-824-4120

AG & FOOD, PROVINCIAL PESTICIDE RESIDUE TESTING LABORATORY in Guelph provides a chemical analytical service to all provincial ministries for the detection and measurement of **pesticides**, herbicides, fungicides, related industrial pollutants and heavy metals in the following areas: plant and animal tissues, fish and wildlife, soils, water, air and human tissues. Interprets significance of analytical results. Contact laboratory or ministries involved for research papers and reports. Identification of insects may be done by the Department of Environmental Biology, Rm 102, Graham Hall, University of Guelph upon receipt of carefully packed sample.

416-965-1081

AG & FOOD, SOILS AND CROPS BR provides information at local offices throughout the province on the commercial production of field and horticultural crops (e.g. greenhouse vegetables and ornamental plants, mushrooms). Information is available to commercial growers on restrictions in use of **pesticides**. Responsible for administration of the Weed Control Act through municipally-appointed inspectors. Complaints should be directed to the municipality. Inquiries on non-commercial (e.g. household and urban) growing should be referred to the Agricultural & Horticultural Societies Br at 965-1091. Contact Ministry's county or district office listed in the Appendix.

416-965-7048

ENV, PESTICIDES ADVISORY COMMITTEE. Annually reviews the **Pesticides** Act, its Regulations and government publications on pests and **pesticides**. The Ontario Government Bookstore (965-2054) has all government publications on **pesticides**. The Committee inquires into matters concerning **pesticides** and the control of pests. Classifies all **pesticides** previous to their marketing in Ontario. Maintains a library of pesticide containers. For pesticide vendors and exterminators licences contact Env Pollution Control Br Pesticides Control Section (965-2401). Advises the Ministry on environmental research grants and evaluates their results.

416-965-2401

ENV, POLLUTION CONTROL BR PESTICIDES CONTROL Section ensures safe and effective use of **pesticides** to control pollution. Issues licences for use and sale of **pesticides** (e.g. pest exterminators). Has publications on, and answers inquiries about, control of household pests, insects, etc. In conjunction with municipalities provides grants for termite control. Contact regional or district offices listed in the Appendix.

416-248-3058

ENV, WATER RESOURCES BR LIMNOLOGY and Toxicity Section does studies on relationships between aquatic organisms and the water environment (e.g. problem weed species, aquatic weed harvesting). Limnology Unit monitors water quality in recreational lakes and assesses and develops lake restoration methods. The Toxicity Section provides data on lethal effects of waste from industry, **pesticides** and other contaminants or hazardous agents on fish and other aquatic organisms (e.g. mercury levels). Contact regional or district offices listed in the Appendix.

## PETROLEUM

416-965-7021

ENERGY, CONVENTIONAL ENERGY PROGRAM is responsible for conventional energy policy development in the areas of crude oil, natural gas, coal, uranium, petro-chemicals and **petroleum** products and electrical energy including nuclear power. For information on the general role of this ministry see Energy The Ministry of Energy.

416-965-3284

ENV, WASTE MANAGEMENT BR, WASTE SYSTEMS PLANNING Section. The Waste Management Branch coordinates programs concerned with the disposal of waste on land. Waste Systems Planning Section deals with pollution by industry (such as mining, metals, food, **petroleum**) and municipal and private solid wastes. These include hazardous industrial waste, industrial sludges and pretreatment residues, municipal sewage sludge, derelict motor vehicles, soft drink or beverage containers, and their disposition at waste disposal sites. Coordinates related federal-provincial activities; provides technical support regarding industrial waste treatment and control with respect to water, air and solids. Coordinates project to take inventory and recommend rehabilitation of derelict mining land throughout Ontario. See also Env Waste Management Br Waste Utilization Section. Contact regional or district offices listed in the Appendix for complaints on related pollution.

416-965-1559

NAT RES, MINERAL RESOURCES BR develops and administers mineral resources policies. Maintains statistics on mineral economics (965-1016) and determines availability of resources such as metals, industrial minerals, nonmetals and **petroleum**. Issues precious metals refinery licences. Administers the Pits & Quarries Control Act (965-3127), **Petroleum Resources Act**, Section 113 of the Mining Act. **Petroleum Resources Section** (965-1981) issues licences to lease property for the purpose of producing natural gas or oil or for geochemical and geophysical exploration. Issues permits to drill wells and to operate machinery.

## PHARMACEUTICAL

Pharmaceutical, see Health Drugs & Therapeutics.

## PHARMACISTS

416-965-7285

HEALTH, HEALTH BOARDS SECRETARIAT has two main functions: provides administrative support for the review/appeal boards established in legislation under the Minister's jurisdiction; provides liaison with the Governing Board Of Denture Therapists. Under the Health Disciplines Act, the Health Disciplines Board of Ontario will hear appeals from the public and the health professions who believe that their complaints to the colleges (governing bodies) were not satisfactorily dealt with by the individual colleges for physicians, dentists, optometrists, **pharmacists** and nursing.

416-965-9451

HEALTH, ONTARIO DRUG BENEFIT UNIT, Health Insurance Division is responsible for program management of Ontario's Drug Benefit program. Publishes and distributes the Ontario Drug Benefit Formulary and PARCOST Comparative Drug Index, a prescribing guide for doctors and dispensing aid for **pharmacists**. When prescribed by an Ontario doctor or dentist, drugs in the Formulary are available free to Drug Benefit recipients. Advises the Ministry, government agencies and institutions, professional groups, the pharmaceutical industry and public on all matters related to Ontario Drug Benefit and provides liaison re pharmaceutical services in nursing homes, Homes for the Aged, hospitals, government institutions.

416-965-6685

HEALTH, PARCOST (Prescriptions At A Reasonable Cost) PROGRAM is administered by Drugs and Therapeutics, Health Programs Division. **Pharmacists** who voluntarily participate in PARCOST agree to dispense prescriptions at no more than the cost of the drugs listed in the PARCOST Comparative Drug Index Drug Benefit Formulary plus a professional dispensing fee which is negotiated with the Ontario Government. Drugs listed are assessed by

the Drugs and Therapeutics Program for safety, quality and therapeutic value. This same publication also serves as the list of drugs which are provided as benefits under Ontario Drug Benefit.

## PHARMACY

Pharmacy (Government Pharmacy), see Health Supply and Services Br

## PHOTOGRAPHY

Photography, see Ontario Arts Council. For availability of photographs, contact each ministry's information services branch (listed under Information Service), e.g., Ind & Tour Communications Div which has a photo library. See also Aerial Photographs.

## PHYSICALLY HANDICAPPED

Physically Handicapped, see Handicapped, also Disabled.

## PHYSICIANS

416-965-7285

HEALTH, HEALTH BOARDS SECRETARIAT has two main functions: provides administrative support for the review/appeal boards established in legislation under the Minister's jurisdiction; provides liaison with the Governing Board Of Denture Therapists. Under the Health Disciplines Act, the Health Disciplines Board of Ontario will hear appeals from the public and the health professions who believe that their complaints to the colleges (governing bodies) were not satisfactorily dealt with by the individual colleges for **physicians**, dentists, optometrists, pharmacists and nursing.

416-965-5021

HEALTH, MANPOWER PLANNING Section under the Policy Development and Research Branch assembles and provides information on supply and requirements for health manpower (**physicians**, nursing & allied health professionals, etc.) and prepares policy studies for Ministry review. Advises Canada Employment & Immigration Commission on requests for immigration approvals for **physicians**. As of July 1, 1978, administers clinical education budgets for support of medical and allied health interns, residents and teachers in health science centres and hospitals funded by the Ministry. The section serves the Ministries of Health, Education, and the Ontario Council of Health.

416-965-2181

HEALTH, PROFESSIONAL SERVICES MONITORING BR assists in setting Ontario Health Insurance Plan (OHIP) medical policy, claims adjudication policy, and works with colleges and regulatory boards of the professions which provide insured services to control over-utilization of the system by practitioners and the public. Professions monitored include **physicians**, dentists, chiropractors, chiropodists, osteopaths and optometrists. In situations where it appears that unnecessary or excessive numbers of services have been rendered, or there is concern that claims may have been submitted to OHIP when services were not rendered, letters must be written to this Branch, 7 Overlea Blvd., Toronto M4H 1A9, providing all details, including OHIP number. Inquiries regarding claims must be referred to local district office (See Appendix).

416-965-8045

HEALTH, PROGRAM ADVISORY BR consultants who are experienced in their own fields of personal health care provide the ministry with expertise and advice on the entire health care delivery system and increasingly in health care planning. New objectives are to seek lower cost alternatives to present aspects of the system. Consultants represent general and

specialty **physicians**, veterinary medicine, physiotherapy, occupational therapy, speech pathology & audiology, nursing, social work, special projects. They serve on Branch Committees and Planning Teams and on various Task Forces to help formulate Ministry policy. The Branch manages these programs: Adult Community Mental Health, Alcohol & Drug Abuse, Long Term Care, Emergency Health Services, Rehabilitation, the Underserved Area Program (965-1170) (bursaries for **physicians** to practise in rural and isolated communities), Health Service Organizations (HSO) and Alternate Payments. See also other programs listed under Health Program Advisory Br, Program Name.

## PHYSIOTHERAPY

416-965-8045

HEALTH, PROGRAM ADVISORY BR consultants who are experienced in their own fields of personal health care provide the ministry with expertise and advice on the entire health care delivery system and increasingly in health care planning. New objectives are to seek lower cost alternatives to present aspects of the system. Consultants represent general and specialty physicians, veterinary medicine, **physiotherapy**, occupational therapy, speech pathology & audiology, nursing, social work, special projects. They serve on Branch Committees and Planning Teams and on various Task Forces to help formulate Ministry policy. The Branch manages these programs: Adult Community Mental Health, Alcohol & Drug Abuse, Long Term Care, Emergency Health Services, Rehabilitation, the Underserved Area Program (965-1170) (bursaries for physicians to practise in rural and isolated communities), Health Service Organizations (HSO) and Alternate Payments. See also other programs listed under Health Program Advisory Br, Program Name.

416-965-2161

HEALTH, PROGRAM ADVISORY, HOME CARE PROGRAM provides health services at the local level to insured Ontario residents in their home upon recommendation of a doctor. Services include nursing, **physiotherapy**, occupational therapy, medical and social work, drugs and medical supplies, meals-on-wheels, and homemaking. Contact Queen's Park or local Board of Health.

## PICKERING

Pickering, see North Pickering.

## PILLOWS

Pillows, see Upholstered and Stuffed Articles

## PITS

Pits (mining), see Quarries.

## PLANETARIUM

Planetarium, see McLaughlin Planetarium

## PLANNING

Planning, see Official Plans, Subdivisions, Community Planning, Land Use Planning.

## PLANNING AREAS

Planning Areas, see Housing Community Planning Advisory Br

## PLANS

Plans, see Official Plans, Maps, also Surveys.

## PLANTS

416-965-1091

AG & FOOD, AGRICULTURAL & HORTICULTURAL SOCIETIES BR gives grants to agricultural societies in Ontario for exhibitions, fairs, crop competitions, improvements to buildings and grounds, commercial and educational displays. Also gives grants to horticultural societies and plowmen's associations. Horticultural societies hold exhibitions and competitions (i.e., flowers, **plants** and vegetables); conduct courses on gardening. The Ontario Plowmen's Association which sponsors the International Plowing Match and Farm Machinery Show has its headquarters at this branch.

AG & FOOD, AGRICULTURAL RESEARCH INSTITUTE of ONTARIO inquires into research programs on agriculture, veterinary medicine and household science. Stimulates interest in agricultural research as a means of developing efficiency in the production and marketing of farm products in Ontario. Research projects include studies on livestock, poultry, field crops, horticultural **plants**, soils, food and nutrition, economics and marketing. Four research stations near Guelph, Ontario are administered by the University of Guelph (519-824-4120). The University also provides laboratory services. In Toronto contact 965-6695.

416-562-4141

AG & FOOD, HORTICULTURAL RESEARCH INSTITUTE OF ONTARIO in Vineland conducts horticultural research (including studies on soils and crops) to increase production and develop new varieties of farm products (e.g. fruit & vegetables including mushrooms) and wine. The Institute also coordinates all horticultural research and service programs supported by the ministry. Serves farmers, growers of ornamental **plants**, food processors and wine makers. Research is conducted at four units located at Simcoe, Holland Marsh and two at Vineland. The Institute provides propagating material (cuttings, etc.) to growers and nurseries.

416-965-1081

AG & FOOD, SOILS AND CROPS BR provides information at local offices throughout the province on the commercial production of field and horticultural crops (e.g. greenhouse vegetables and ornamental **plants**, mushrooms). Information is available to commercial growers on restrictions in use of pesticides. Responsible for administration of the Weed Control Act through municipally-appointed inspectors. Complaints should be directed to the municipality. Inquiries on non-commercial (e.g. household and urban) growing should be referred to the Agricultural & Horticultural Societies Br at 965-1091. Contact Ministry's county or district office listed in the Appendix.

416-527-1158

CULT & REC, ROYAL BOTANICAL GARDENS (RBG) in Hamilton consists of 2000 acres of developed gardens and natural areas, 27 miles of interpretive nature trails. Educational programs range from courses on horticulture and botany, design with plant material, to credit courses at universities. The RBG also offers the public extensive horticultural information on ornamental, native and poisonous **plants**, edible and poisonous mushrooms, and information on birds. Tours can be arranged. Participates in Outreach Ontario and Festival Ontario.

## PLAQUES

416-965-4021

CULT & REC, HERITAGE ADMIN BR, HISTORICAL Conservation and Promotion Section provides technical support for the Ontario Heritage Foundation in preserving

heritage buildings and in erecting commemorative **plaques** to subjects of province-wide importance. Provides grants to help fund the operations of local heritage groups and gives them technical advice. Also gives municipalities and community groups grants to assist in the erection of local **plaques**. Administers the Ontario Heritage Foundation grants program aiding projects of a historical nature (e.g. publication of local histories). See also Cult & Rec: Heritage Admin Br Museums and Heritage Admin Br Architectural for other activities of this branch.

416-965-9504

**CULT & REC, ONTARIO HERITAGE FOUNDATION** advises the Minister of Culture & Recreation on issuing archaeological licences and on designating significant archaeological and historic sites. Provides grants to encourage innovative new work in archaeology and to help complete artifact analysis. Provides grants or loans for architectural conservation to encourage renovation of buildings of historical or architectural significance. Erects historical **plaques** which recognize people, places, buildings and events of significance to the history of the province. Acquires, usually by donation, heritage properties, parkland, works of art and historical artifacts.

## PLAYWRIGHTS

Playwrights, see Ontario Arts Council

## PLOWING

416-965-1091

**AG & FOOD, AGRICULTURAL & HORTICULTURAL SOCIETIES BR** gives grants to agricultural societies in Ontario for exhibitions, fairs, crop competitions, improvements to buildings and grounds, commercial and educational displays. Also gives grants to horticultural societies and plowmen's associations. Horticultural societies hold exhibitions and competitions (i.e., flowers, plants and vegetables); conduct courses on gardening. The Ontario Plowmen's Association which sponsors the International **Plowing** Match and Farm Machinery Show has its headquarters at this branch.

## PLUMBER

Plumber, see Coll Univ Industrial Training Br Trades.

## PLUMBING

416-965-5881

**CCR, BUILDING CODE BR** is developing a fire code and administers a building code for Ontario to ensure safety and minimize building, health and fire hazards. Advises municipalities on matters pertaining to building by-laws, which are a local, not provincial, responsibility. Is responsible for the Ontario **Plumbing** Code which is at present Reg. 647 of the Ontario Water Resources Act.

## POETS

Poets, see Ontario Arts Council

## POLAR BEAR EXPRESS

705-472-4500

**NORAFFAIRS, ONTARIO NORTHLAND TRANSPORTATION Commission (ONTC)** in North Bay supervises transportation services in Northern Ontario such as air services (norOntair), highways services, railway services (including the **Polar Bear Express** and the Northlander), marine services (including ferry services to Manitoulin and cruises on Lake

Nipissing) and telecommunications services. The Ontario Northland Transportation Commission has a sales office in Toronto, phone: 965-4268.

**POLAR GAS PROJECT**

416-965-6276

ENERGY, ONTARIO ENERGY CORPORATION was established in 1975 to invest in or otherwise participate in energy related projects in Canada or elsewhere. The Ontario Energy Corporation participated in the Syncrude Project from 1975 to the end of 1978. In addition, the Corporation is involved in the **Polar Gas Project** to study the feasibility of bringing natural gas from the Arctic Islands to markets in southern Canada. Another recent venture is the coordination of commercial application of by-product power from Ontario's nuclear power stations.

**POLICE**

Police, see Sol Gen OPP Branch Name. See also Att Gen Criminal Injuries Compensation Board, Sol Gen Ontario Police Commission, Sol Gen Ontario Police Commission Technical Services, Sol Gen Ontario Police Arbitration Commission. To contact closest OPP detachment in case of an emergency, outside Metro Toronto ask Operator for Zenith 50,000.

**POLICE BRAVERY**

416-965-9121

ONTARIO MEDAL. Three awards were established by the government to recognize outstanding Ontarians. The Ontario Medal for Good Citizenship was created to recognize and pay tribute to citizens who, through their selflessness, humanity and kindness make Ontario a better place to live. The Ontario Medal for **Police Bravery** recognizes acts of superlative courage and bravery performed in the line of duty by members of Ontario's police forces. The Ontario Medal for Firefighters Bravery likewise recognizes similar acts performed in the line of duty by members of Ontario's firefighting forces. Advisory councils on each of the awards select possible recipients of the medals. For nominations write to: The Secretary, Advisory Council, (specify award), Legislative Bldg., Queen's Park, Toronto M7A 1A1.

**POLICE COMPLAINTS**

Police (OPP) Complaints Bureau, see Sol Gen OPP Community Services Br.

**POLICY AND PRIORITIES BOARD**

The Policy and Priorities Board of Cabinet brings an over-all perspective to proposals being developed for consideration by the Cabinet and eventually, the Legislature. See Cabinet for information on the Cabinet. The Board is made up of the Premier (chairman), the Chairman of the Management Board of Cabinet, the Treasurer, the Provincial Secretaries of the three policy fields (Justice, Resources Development, Social Development) and the Minister of Intergovernmental Affairs. For information on the policy fields, see listings under Secretariat for each Field. For further information on the Policy and Priorities Board of Cabinet the public can write to: Policy & Priorities Board, Legislative Bldg., Queen's Park, Toronto M7A 1A1.

**POLICYHOLDERS**

416-963-0471

CCR, FINANCIAL INSTITUTIONS DIV issues licences to and regulates insurance companies, investment contract companies, prepaid hospital and medical associations, mutual benefit and fraternal societies. Also issues licences to and regulates loan companies

and trust companies (963-0477). Answers inquiries on insurance plans and premiums and advises **policyholders** involved in claims disputes (963-0471), and on deposits and mortgages with loan and trust companies (963-0477). Issues licences to insurance agents, brokers, salesmen, adjusters and investigates related complaints (963-0481). Deposits in credit unions and caisses populaires are insured with the Ontario Share & Deposit Insurance Corporation (OSDIC) (759-9778).

## POLITICAL CONTRIBUTIONS

416-965-0455

COMMISSION ON ELECTION CONTRIBUTIONS & EXPENSES administers the Election Finances Reform Act which provides for registration of political parties and constituency (riding) associations active in Ontario, and candidates in a provincial election. Limits **political contributions** to, and period of advertising and advertising expenses of, registered parties, constituency associations and candidates during a provincial election campaign. Provides subsidies to candidates with respect to campaign expenses incurred. Requires filing of audited campaign period statements of receipts & expenses by political parties, constituency associations and candidates, and audited annual financial statements, including statements of assets and liabilities by political parties and constituency associations.

416-965-8470

REVENUE, ONTARIO TAX CREDIT SYSTEM Information Centre provides multilingual information service and assistance to Ontario residents in completing their Ontario Tax Credit form and claiming their property, sales, pensioner and **political contributions** tax credits when filing their federal personal income tax forms. The first three credits are available regardless of income tax payable; the last only to those who donated to Ontario registered parties, candidates & constituency associations. Residents outside Metro Toronto (except those in area code 807) may call the Centre toll-free by dialing direct 1-800-268-7121. Residents in area code 807 call toll-free by asking Operator for Zenith 8-2000. In Metro Toronto call 965-8470. General inquiries re Federal Tax should be referred to district offices of the Federal Department of National Revenue; in Toronto call 869-1500.

## POLITICAL PARTIES

416-965-0455

COMMISSION ON ELECTION CONTRIBUTIONS & EXPENSES administers the Election Finances Reform Act which provides for registration of political parties and constituency (riding) associations active in Ontario, and candidates in a provincial election. Limits **political contributions** to, and period of advertising and advertising expenses of, registered parties, constituency associations and candidates during a provincial election campaign. Provides subsidies to candidates with respect to campaign expenses incurred. Requires filing of audited campaign period statements of receipts & expenses by **political parties**, constituency associations and candidates, and audited annual financial statements, including statements of assets and liabilities by **political parties** and constituency associations.

## POLLUTION

Pollution, see also Waste.

416-965-6343

ENV, AIR RESOURCES BR supplies base information for the development of the Ministry's policies and programs to achieve and maintain desirable air quality in Ontario. Sets air quality objectives and emission standards. Conducts environmental assessments such as studies on the effect of land use on air quality and air quality assessments for land use

planning. Performs spot checks of vehicles for sale at used-car dealers to ensure compliance with auto emission control standards. Operates an air **pollution** index (965-9150) and alert system and produces air quality reports. Assesses immediate and long-term effects of contaminants on soils and vegetation and investigates vegetation damage claims. Conducts studies into technological developments, industrial trends and **pollution** problems, including hazardous agents and other emissions. Administers environmental research grants. Contact regional or district offices listed in the Appendix.

416-965-5115

ENV, ENVIRONMENTAL & TECHNICAL ADVISOR under the Environmental Assessment & Planning Division coordinates and assists in the development of Ministry of Environment policy and planning in environmental undertakings and officially represents the Ministry on international, intergovernmental and interministry bodies and special purpose organizations concerned with environmental problems of interest to the Province. Examples include international problems of air and water **pollution**. Branches under this Division are listed individually in this Index.

416-965-2531

ENV, ENVIRONMENTAL APPEAL BOARD hears appeals of persons affected by certain decisions or orders of local health authorities in the area of private sewage disposal, and of the Ministry of the Environment in the areas of water and sewage, waste disposal, air and noise **pollution**, in accordance with the Ontario Water Resources Act, 1970 and the Environmental Protection Act, 1971.

416-768-5614

ENV, FARM POLLUTION ADVISORY COMMITTEE is composed of four practising farmers who act in an advisory capacity to the Ministry of the Environment on farm **pollution**. Where complaints of livestock odors and effluent runoff have not been resolved by ministry inspectors, the Committee is called in to investigate complaints and recommend corrective action. The Committee is located at RR 4, Hagersville.

416-248-3015

ENV, LABORATORY SERVICES BR provides ministry branches with analytical support for their projects involving environmental assessments and for **pollution** control programs. Participates in planning programs requiring analytical expertise and assists in analytical data interpretation. Updates analytical methods and develops procedures for measuring new environmental pollutants. The Central Laboratory in Toronto advises regional laboratories in Thunder Bay, London and Kingston on the use of new analytical procedures. Participates in environmental research projects aimed at clarifying the interaction of atmospheric and aquatic pollutants with the environment and their effect on human health including occupational health.

416-965-6971

ENV, POLLUTION CONTROL BR as a whole plans and develops policies, programs, standards, guidelines and legislation to control **pollution**; coordinates and conducts applied research in the areas of water supply and sewage and wastewater treatment, and provides technical support and training in these areas. The Pollution Control Branch has several sections which are described separately (see Env Pollution Control Br Section Name). For specific questions contact regional or district offices listed in the Appendix.

416-965-3237

ENV, POLLUTION CONTROL BR CONTINGENCY PLANNING Section promotes organization and planning by industries, the municipalities and federal and provincial

agencies to control and cope with **pollution** caused by emergency spills of contaminants. Contact regional or district offices listed in the Appendix.

416-248-3739

ENV, POLLUTION CONTROL BR DEVELOPMENT & RESEARCH GROUP includes: an Applied Sciences Section (248-3044), a Wastewater Treatment Section, and a Water Technology Section. The group provides: liaison with academic and research groups, dissemination of technical information and findings, technical assistance to the Planning Sections, applied environmental research on **pollution**, wastewater treatment and drinking water quality. Also provides technical support regarding the application of new technology directly to municipalities and industry and to the public through regional and district offices (see Appendix for list). Provides grants for health related environmental research and other projects from Provincial Lottery funds; write to Pollution Control Br., Development & Research Group, Min. of the Environment, 135 St. Clair Ave. W., Toronto, M4V 1P5.

416-965-6967

ENV, POLLUTION CONTROL BR MUNICIPAL AND PRIVATE Section deals with municipal and private sewage and municipal water supply. Provides liaison with federal agencies including coordination of federal grants to municipalities for sewage and water works. Deals with regulations and standards for **pollution** control relating to septic tanks, boating (pleasure craft), marinas, ice huts and municipal sewage treatment plants. Specific activities include phosphorous removal at all municipal sewage treatment plants (to safeguard Great Lakes water quality), urban drainage management and sewage sludge use on farm land. Also is involved with policies dealing with the provision of safe drinking water. Contact regional or district offices listed in the Appendix. Inspection and approval of septic tanks is done by county or regional health units under agreement with the Crown (except in areas where no agreement is in effect, e.g., Muskoka, Parry Sound, North Bay & Ottawa-Carleton where this service is done by Ministry's regional or district offices).

416-965-3054

ENV, POLLUTION CONTROL BR NOISE **POLLUTION** Control Section deals with the control of noise emissions and comments on the relationship between new and existing land use and noise sources (e.g. industry, highways, railways and aircraft). Develops acoustics criteria and standards (965-1193). Monitors blast concussion and ground vibration levels from operating pits and quarries in response to complaints. Promotes the Model Municipal Noise Control By-Law for adoption by municipalities and assists in training of noise control officers. The publication, 'Model Municipal Noise Control By-Law, Final Report' is available at \$3 per copy from the Ontario Government Bookstore, 880 Bay St., Toronto (965-2054). For inquiries on noise **pollution** contact the ministry's regional and district offices listed in the Appendix. In Metro Toronto this Section (965-4071) will respond to noise complaints or refer callers to the proper municipal office where there is a municipal noise control by-law.

416-965-2401

ENV, POLLUTION CONTROL BR PESTICIDES CONTROL Section ensures safe and effective use of pesticides to control **pollution**. Issues licences for use and sale of pesticides (e.g. pest exterminators). Has publications on, and answers inquiries about, control of household pests, insects, etc. In conjunction with municipalities provides grants for termite control. Contact regional or district offices listed in the Appendix.

416-965-1027

ENV, POLLUTION CONTROL BR, SAFETY SECTION supervises, administers and advises the Ministry on safety programs in all its **pollution** control operations. Ensures adherence to appropriate Acts, Regulations and Standards, develops safety policies, inspec-

tions and training programs, investigates accidents and compiles statistics. Advises Regional and Laboratory Safety Officers and provides liaison with other government and non-government agencies in safety matters.

416-965-1027

ENV, POLLUTION CONTROL BR, TRAINING & CERTIFICATION SECTION, through its technical training program promotes increased effectiveness and efficiency of the staffs of industries, municipalities and government agencies in activities designed to control **pollution** and to protect and conserve the natural environment. Promotes and administers certification programs including those for Provincial environmental officers and municipal noise control officers. Conducts liaison with provincial, federal and international agencies on training and certification matters. Contact Section Registration Secretary.

416-965-7062

ENV, PROJECT COORDINATION BR manages and coordinates all aspects in the development and construction of ministry capital projects, e.g. water supply, sewage and **pollution** control facilities for municipalities. This includes design and equipment selection (965-3490). Upon approval of a project by the ministry, the branch arranges for design work and financial analysis, including details on grants available. Upon approval by the Ontario Municipal Board (OMB), tenders are called and contracts awarded by the ministry. The branch assists in initiation of ministerial orders defining specific public water and sewage service areas. Administers grants programs for certain sewage and water works to municipalities qualifying under the ministry's priority rating system and to small communities for upgrading private sewage or water systems. Contact regional or district offices listed in the Appendix.

416-965-3284

ENV, WASTE MANAGEMENT BR, WASTE SYSTEMS PLANNING Section. The Waste Management Branch coordinates programs concerned with the disposal of waste on land. Waste Systems Planning Section deals with **pollution** by industry (such as mining, metals, food, petroleum) and municipal and private solid wastes. These include hazardous industrial waste, industrial sludges and pretreatment residues, municipal sewage sludge, derelict motor vehicles, soft drink or beverage containers, and their disposition at waste disposal sites. Coordinates related federal-provincial activities; provides technical support regarding industrial waste treatment and control with respect to water, air and solids. Coordinates project to take inventory and recommend rehabilitation of derelict mining land throughout Ontario. See also Env Waste Management Br Waste Utilization Section. Contact regional or district offices listed in the Appendix for complaints on related **pollution**.

416-965-6954

ENV, WATER RESOURCES BR PLANNING and Coordination Section coordinates and maintains water resources policy and guidelines. Plans and coordinates water resources surveys and river basins water management studies. To achieve desirable water quality in the Great Lakes, coordinates Great Lakes survey programs so that **pollution** abatement and remedial measures are determined. Also answers inquiries on mercury levels in fish. Contact regional or district offices listed in the Appendix.

416-965-4590

ENV, WATER RESOURCES BR WATER MODELLING SECTION develops, adapts and applies mathematical models and analytical methods to represent and predict the response of lakes, streams, and ground water to waste inputs, withdrawals, **pollution** control measures, land-use practices and climatic conditions in order to aid development of water management

policy and assess effects on environment. Conducts studies in representative areas to develop and test models. Contact regional or district offices listed in the Appendix.

416-965-4622

**IND & TOUR, DEVELOPMENT CORPORATIONS.** The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern Ontario Development Corporation (NODC) assist in and encourage the development and diversification of Ontario industry by providing: financial assistance through incentive and term loans and bank guarantees; sites, facilities and services in two industrial parks; technical, business and financial information and advice. Tourism operations, secondary manufacturing industries and service industries allied to manufacturing may avail themselves of this service. Loans are available for establishing new operations such as tourist facilities, expanding present operations, introducing new products and technology, financing exports, purchasing and installing **pollution** control and energy conservation equipment. Contact corporation regional offices listed in the Appendix.

416-965-7196

**IND & TOUR, INDUSTRY BR,** Industrial Development Section assists in the development of industrial technology by: evaluating new materials, products and processes through contact with manufacturing industry, associations and research institutions; providing a consultative service on technology to industry on a sector basis; introducing new technology to businessmen through Product Development and Productivity Seminars in Ontario and Technology Missions abroad; providing information and assistance on energy management and conservation, industrial research, industrial waste utilization and **pollution** control methods. Also provides assistance and information to encourage the film industry in Ontario. The Section assists in the review and preparation of applications for loans and grants, available from the Federal or Provincial Governments. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Product-Manufacturing Development, and Ind & Tour Industry Br Industrial Services.

## POP BOTTLES

Pop Bottles, see Env Waste Management Br Waste Systems Planning Section.

## POPULATION

416-965-6989

**INTGOV AFF, PROVINCIAL MUNICIPAL AFFAIRS SECRETARIAT** assesses and provides advice on provincial-municipal relations and programs. Maintains relations with municipal groups such as Municipal Liaison Committee (MLC), Assoc. of Municipalities of Ontario (AMO), Assoc. of Counties and Regions of Ontario (ACRO), Rural Ontario Municipal Association (ROMA) and Federation of Canadian Municipalities (FCM). Organizes provincial-municipal and tri-level intergovernmental consultation and conferences on joint programs of the federal, provincial and municipal governments. Publishes the Municipal Directory annually, detailing lists of counties, districts, cities, towns, townships, etc. in Ontario, with names and addresses of key officials, **population** figures, etc.; and 'Background', a weekly newsletter outlining legislation, publications and provincial projects of interest to business, municipalities, etc.

416-965-7078

**TREAS ECON, CENTRAL STATISTICAL SERVICES** supplies statistical services to individual ministries and to the central agencies of the Ontario Government to assist in planning and policy formulation. Coordinates activities with Statistics Canada and other statistical agencies. Publishes selected social and economic statistical reports through the

Ontario Government bookstore. Provides a general statistical information service to the public and to ministries in the fields of **population**, social and economic statistics (965-7078); demographic estimates and projections, Ontario Economic Accounts and specialized social and economic statistical studies (965-2217) as well as providing statistical survey and advisory services (965-3792).

## PORK

Pork (producer marketing board), see Ag & Food Farm Products Marketing Br. See also Ag & Food Veterinary Serv Br Meat Inspection Section.

## PORNOGRAPHY

416-965-8114

SOL GEN, OPP, SPECIAL INVESTIGATIONS BR provides assistance to Crown attorneys and law enforcement agencies including Chiefs of Police and other government agencies. Drug Enforcement Section (965-8114) conducts investigations concerning the suppression of illegal drugs. Liquor Laws Enforcement Section (965-8114) conducts investigations relating to liquor licencing and liquor law infractions. Anti-Gambling Section (965-8114) deals with control of gambling and improprieties in Thoroughbred and Standardbred horse racing. Also is involved with control of **pornography** (965-1736). Auto Theft Section (965-8049) conducts investigations concerning all thefts of motor vehicles including organized vehicle theft rings and expert vehicular (or parts) identification. OPP district headquarters are listed in the Appendix.

## POSTNATAL

416-965-8176

HEALTH, PROGRAM ADVISORY BR, FAMILY HEALTH Consultants promote community health programs related to prenatal and **postnatal** care and education, infant and preschool health, health of children at school, family life education and family planning. Contact Health Communications Br (965-5167) for information. See also other sections in Health Program Advisory Br described separately.

## POULTRY

AG & FOOD, AGRICULTURAL RESEARCH INSTITUTE of ONTARIO inquires into research programs on agriculture, veterinary medicine and household science. Stimulates interest in agricultural research as a means of developing efficiency in the production and marketing of farm products in Ontario. Research projects include studies on livestock, **poultry**, field crops, horticultural plants, soils, food and nutrition, economics and marketing. Four research stations near Guelph, Ontario are administered by the University of Guelph (519-824-4120). The University also provides laboratory services. In Toronto contact 965-6695.

416-965-5971

AG & FOOD, LIVESTOCK BR promotes production of livestock and high quality livestock products through management improvement programs and grants for Ontario producers. Maintains laboratories where milk samples are tested for butterfat content and a laboratory where feed samples are analyzed. This branch is responsible for acts affecting livestock producers, e.g., the Hunter Damage Compensation Act, the Artificial Insemination of Livestock Act (issuance of licences to providers of artificial insemination services for livestock), the Beef Cattle Marketing Act (licences of cattle dealers). Other acts provide for: the grading of livestock and **poultry** and the regulation of stock yards, licences to those who conduct auctions of pure-bred livestock, payment of licence fees to the Ont. Sheep Ass'n on

the sales of wool. Livestock specialists are available to give management advice to producers throughout Ontario.

416-965-5841

**AG & FOOD, VETERINARY SERV BR LABORATORY SECTION** operates six laboratories that provide assistance to the livestock industry and veterinary practitioners by offering diagnostic, investigative, consultative and extension services. Carcasses and specimens from animals and **poultry** are submitted by veterinarians and farmers and tests are made to determine cause of disease. Administers the Ontario Hatchery Supply Flock Policy, involving monitoring procedures to control disease of **poultry**; and the Fur Farms Act, requiring licences of fur farmers.

**POUNDS**

Pounds (animal), see Ag & Food Veterinary Serv Br Regulatory & Communicable Diseases Section.

**POWER PLANTS**

Power Plants, see CCR Pressure Vessels Safety Br

**PREGNANCY LEAVE**

Pregnance Leave, see Maternity Leave

**PREJUDICE**

416-965-6763

**CULT & REC, RESOURCE CENTRE** and Library under the Communications Br maintains an up-to-date collection of books, pamphlets, films, video-tapes and teaching materials which are made available to all Ministry staff and any community organization involved in cultural or recreational programs. These materials cover various subjects such as community development, multiculturalism, informal education, language training, recreation, leisure, retirement planning, human relations, **prejudice**, theatre, arts and crafts, native peoples, disabilities, librarianship, volunteerism. Staff can assist in searching materials. Contact Resource Centre in Toronto; other areas contact field offices listed in the Appendix.

416-965-6841

**ONTARIO HUMAN RIGHTS COMMISSION** administers the Ontario Human Rights Code to achieve equal treatment for all people in the areas of employment, housing, public accommodation, services and facilities such as hotels and restaurants, and related advertising, regardless of race, creed, colour, age, sex, marital status, nationality, ancestry or place of origin. Investigates and conciliates complaints of discrimination. Promotes public education to eliminate **prejudice** and provides publications on human rights. Undertakes resolution of community problems involving race and ethnic relations when tensions threaten to erupt into violence. The Commission reports to the Legislature through the Minister of Labour. Contact Ministry of Labour regional offices listed in the Appendix.

**PRENATAL**

416-965-8176

**HEALTH, PROGRAM ADVISORY BR, FAMILY HEALTH** Consultants promote community health programs related to **prenatal** and postnatal care and education, infant and preschool health, health of children at school, family life education and family planning. Contact Health Communications Br (965-5167) for information. See also other sections in Health Program Advisory Br described separately.

416-965-5884

HEALTH, PUBLIC HEALTH BR, NUTRITION Consultants provide consultation to health agencies on nutrition, food budgeting, meal planning, obesity control, dental and prenatal care and care for senior citizens. See also other sections in Health Public Health Br described separately.

## PREPAID HOSPITAL ASSOCIATIONS

Prepaid Hospital Associations, see CCR Financial Institutions.

## PRESSURE VESSELS

CCR, PRESSURE VESSELS SAFETY BR strives to minimize the loss of life and property arising from the operation of boilers and **pressure vessels**. Under the Boilers & Pressure Vessels Act (965-4121) and the Operating Engineers Act (965-4188), the branch ensures safety by reviewing boiler and pressure vessel designs and welding procedures, doing inspections during fabrication and installation, and periodically thereafter if vessel is uninsured. Inspects major repairs to all boilers and **pressure vessels**. Qualifies and issues licences to welders. Registers and classifies steam, refrigeration and compression plants and issues licences to their operators and operating engineers. Issues licences to hoisting engineers (crane operators). Investigates related accidents. Contact Queen's Park or regional offices listed in the Appendix.

## PRINT PROCUREMENT

Print Procurement, see Govt Serv Printing Services Br.

## PRIVACY

Privacy, see Commission on Freedom of Information & Individual Privacy.

## PRIVATE ASSISTED RENTAL PROGRAM

Private Assisted Rental Program. see Housing Private Assisted Rental.

## PRIVATE INVESTIGATORS

416-965-5814

SOL GEN, OPP, REGISTRAR OF PRIVATE INVESTIGATORS & Security Guards investigates and approves the licensing of agencies that provide the services of **private investigators** and security guards. Issues licences to agency employees to act as **private investigators** or security guards. OPP district headquarters are listed in the Appendix.

## PRIVATE SCHOOLS

416-965-2624

EDUC, INFORMATION SYSTEMS & RECORDS BR is in charge of: issuance of certificates to elementary and secondary school teachers (965-2600), evaluation of teaching qualifications (965-6126), evaluation of foreign educational documents of landed immigrants for employment or study at the elementary and secondary school levels (965-1356), admission of teachers to Ministry summer courses (965-4487), secondary school diplomas and scholarships (965-7291), transcripts of student records (965-7291), transcripts of training courses for teachers (965-2600), and cataloguing of **private schools** (965-6802). Provides coordination, research and evaluation of management information gathered from school boards, schools, teachers and students (965-6802). Compiles, analyzes and disseminates statistics relating to all aspects of education (965-2660). Coordinates the ministry's French language services (965-5481).

416-965-2228

EDUC, SUPERVISION & LEGISLATION BR, SUPERVISION Section serves as a main channel of communication between the Ministry and schools (e.g. **private schools**, correctional and National Defence Schools), organizations of teachers, principals, trustees and school officials. Advises them on all aspects of school administration. The office of the Provincial School Attendance Counsellor is located at this branch.

## PRIVATE VOCATIONAL SCHOOLS

416-965-6161

COLL UNIV, COLLEGE AFFAIRS BR is responsible for delivery of the ministry's institutional training programs. Coordinates and administers the development of post-secondary and adult education through Colleges of Applied Arts and Technology (CAATs), often called community colleges. Colleges work closely with Canada Employment Centres in providing occupational training for adults. For information about courses, contact local colleges or the Federal Program Section of the College Affairs Branch at 965-6151. The branch is also responsible for registration, regulation, inspection and control of **private vocational schools** (965-9127), and for Regional Schools For Nursing Assistants (965-4051).

416-965-6407

COLL UNIV, INFORMATION RESOURCES BR. Information Services Section performs duties described in first entry under Information Service, particularly as they relate to the Ontario Student Assistance Program (student awards), apprenticeship (manpower training), and post-secondary educational institutions such as universities, Ryerson Polytechnical Institute, Ontario College of Art, Colleges of Applied Arts and Technology, and registered **private vocational schools**. The Library Services Section (965-1451) runs a specialized library and provides reference services. The Data Systems Section maintains statistics on enrolment of students in post-secondary educational institutions throughout the province and provides statistical data support for the ministry's planning, policy-making and administrative activities. The Review and Development Section provides the ministry with consulting services related to design, development and implementation of research projects.

## PROBATION

Probation, see also Parole.

416-965-7338

ATT GEN, CROWN ATTORNEYS' OFFICE, Judicial District of York prosecutes all Criminal Code of Canada offences occurring within this Judicial District. Crown Attorneys inform police, lawyers and the public on general matters related to such offences. Members attend coroners' inquests as agents for the Solicitor General. The office supervises prosecutions of Highway Traffic Act offences in Provincial Courts within the Judicial District. Office activities include keeping of County Court Clerk's records, issuance of court papers and subpoenae, preparation of **probation** orders, collection of fines and restitution, holding bail monies for disposition, issuance of bailiff's licence and investigating complaints against bailiffs. Inquiries on these matters outside the Judicial District of York should be referred to the Crown Attorney for the appropriate county or judicial district.

COMM SOC, CHILDREN'S SERV DIV, JUVENILE CORRECTIONS PROGRAM provides observation and detention services (in observation and detention homes) for juveniles awaiting court disposition. Supervises juveniles placed on **probation** by family court judges. Operates residential training schools for delinquent children or youth. Through aftercare services, supervises wards graduated from training schools and placed in community programs. Contact regional and area offices listed in the Appendix. In Metro

Toronto contact Central Area Office, 965-9943. Training schools, observation and detention homes and **probation &** aftercare offices are also listed in the Appendix.

416-750-3475

**CORR SERV, COMMUNITY SERVICE ORDERS**, Community Program Development Br. The Community Service Order (CSO) Project assigns non-violent inmates to perform service to the community as a condition of a **probation** order. The Project does not eliminate opportunities for paid employment because tasks are those normally done by volunteers or in reparation to victims for damage done by offenders. Organizations with projects of tangible benefit to the community can obtain volunteer help from the CSO Project by writing to the Provincial Coordinator, Community Service Order Project, Min. of Correctional Services, 2001 Eglinton Ave. E., Scarborough, Ont. M1L 4P1. For information on other community programs see Corr Serv Native Program Development, Corr Serv Restitution Program Development and Corr Serv Volunteer Programs.

416-750-3440

**CORR SERV, PROBATION & PAROLE BR** works closely with all courts of criminal jurisdiction in Ontario and the Ontario Board of Parole on **probation** and parole requirements: providing pre-sentence reports to the Ontario Board of Parole, assisting probationers, providing supervision and assistance to offenders on parole and to former inmates who need it after release from correctional institutions. Assistance includes counselling and guidance in finding employment, housing, food, clothing, etc. Contact local **probation** field office. Four Regional Administrators supervise Probation and Parole Field Offices throughout Ontario. All offices are listed in the Appendix.

613-824-6080

**CORR SERV, RESTITUTION PROGRAM DEVELOPMENT**, Community Program Development Br is based in Ottawa. Selected offenders (inmates serving sentences) in Ontario correctional institutions are encouraged to meet with the victims of their crime and with a counsellor to determine how the victim will receive financial restitution for the loss. After suitable employment is found for the offender and he/she is placed in a Community Resource Centre, the offender makes restitution to the victim. Similar programs are encouraged for offenders on **probation** where the probationer is brought face-to-face with the victim of the crime and restitution is made. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Native Program Development and Corr Serv Volunteer Programs.

416-750-3475

**CORR SERV, VOLUNTEER PROGRAMS**, Community Program Development Br, coordinates the recruiting, screening, training and supervision of volunteers who are involved in all phases of the Ministry's operation. Volunteers are active in correctional institutions and **probation** and parole services. Opportunities for volunteer participation exist in all areas of the province. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Native Program Development and Corr Serv Restitution Program Development.

## **PRODUCT**

Product research, see Ontario Research Foundation. Product marketability, see Ind & Tour Consulting Services Br Counselling. To find manufactures of hard-to-find products, see Ind & Tour Industry & Trade Analysis Br.

## PROFESSIONAL ORGANIZATIONS COMMITTEE

416-965-2740

PROFESSIONAL ORGANIZATIONS COMMITTEE was formed in 1976 to study the administration of statutes dealing with certain professional and self-governing organizations in order to suggest legislation setting the legal framework within which these professions are to operate. The particular statutes being reviewed are Architects Act, Law Society Act (governing lawyers), Notaries Act (notaries public), Professional Engineers Act and Public Accountancy Act.

## PROJECT CANADA

Project Canada, see Educ Student Activities & Special Projects Br.

## PROJECT SCHOOL-TO-SCHOOL

Project School-to-School, see Educ Student Activities & Special Projects Br.

## PROJECTIONISTS

416-421-2462

CCR, THEATRES BR aims to maintain a reasonable standard of decency in films exhibited in Ontario theatres. Is responsible for censorship of videotape, 8mm, 16mm, 35mm, or wider films. Sets standards for, inspects and issues licences to theatres, drive-in theatres, film exchanges, videotape machines, 8mm and 16mm projectors. Issues licences to **projectionists**. Approves motion picture advertising and classification.

## PROPANE

416-965-7627

CCR, FUELS SAFETY BR which administers the Ontario Energy Act, strives to prevent loss of life, bodily injury and property damage by controlling safety hazards which can arise from the transmission, distribution and utilization of fuels such as natural gas, oil and **propane**, and the transport, storage and handling of gasoline. Issues certificates and licences (including contractors' licences for heating and air conditioning) and audits such operations.

416-965-6352

REVENUE, GASOLINE TAX BR administers and collects tax on the sale of fuels taxed under the Gasoline Tax Act (gasoline, aviation fuel, **propane**) the Motor Vehicle Fuel Tax Act (diesel fuel) and the Tobacco Tax Act (cigarettes, tobacco, cigars). Provides refunds of these taxes when applicable and appoints or registers collectors, usually wholesalers or distributors, vendors of heating fuels and taxable diesel fuel users.

## PROPERTY TAXATION

416-965-7574

ATT GEN, ASSESSMENT REVIEW COURTS hear complaints against realty and business assessment based on real property valuation for municipal tax purposes. For further information on real property assessment, see Revenue Assessment Field Operations Branch listed in this index. Contact Municipal Office locally for questions on **property taxation** and rates. For assessment complaints, contact Regional Registrar of Assessment Review Court (see Appendix for list of offices).

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially

owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), **property taxation** relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-1681

REVENUE, ASSESSMENT FIELD OPERATIONS BR, through regional offices throughout Ontario (listed in the Appendix) implements the real property assessment program and undertakes the annual enumeration program for municipalities, which produces municipal voters lists, lists of persons who can be called for jury duty, identification of supporters for schools and census data. The branch is also responsible for assessments prepared for the Provincial Land Tax. The branch serves municipal governments, other Ontario ministries which use data as basis for distribution of municipal grants, and other programs. Inquiries re **property taxation**, tax certificates, municipal voters lists, school support and municipal population should be referred to the Clerk or Treasurer of the appropriate municipality.

416-965-5189

REVENUE, ASSESSMENT STANDARDS BR. The Ministry of Revenue, under the Assessment Act, assesses the value of real property in Ontario, which assessment local governments use as basis for **property taxation**. The Assessment Standards Branch develops, maintains and implements valuation methods; standardizes valuation procedures; provides training of assessment personnel (965-3905) and conducts related technical research (965-3305).

416-965-1671

TREAS ECON, MUNICIPAL FINANCE BR analyzes and evaluates the financial performance of Ontario's local governments; develops budget options for local sector finance; publishes annual report on Ontario local government finance; maintains a municipal finance data system, a mill rate summary, and a register of provincial grants to local sectors. Develops and implements a system of real **property taxation** in Ontario; studies and proposes amendments to legislation concerning municipal finance; assists in administration of the transitional and special transfer payments made under the Unconditional Grants Act; administers loans programs (965-2451) of the Ontario Municipal Improvement Corporation (OMIC), Ontario Education Capital Aid Corporation (OECAC) and Ontario Universities Capital Aid Corporation (OUCAC).

## PROPRIETORSHIPS

416-963-0510

CCR, COMPANIES SERVICES BR PARTNERSHIPS REGISTRATION Section deals with registration of partnerships, limited partnerships and **proprietorships**. Registers corporations that carry on business in Ontario by a name or style other than its corporate name. Also registers dissolution or withdrawal of these businesses and conducts public searches of documents relating to all the above business ventures.

416-963-0373

CCR, COMPANY LAW BR provides legal counselling to the Companies Division and **handles** inquiries of legal nature from the public about: incorporation of business and non-**profit** corporations, licences in mortmain, extra-provincial licences, registration of partner-

ships and sole **proprietorships**, names and name style registration by corporations, and registration of securities registered against the personal property of corporations, e.g. corporate bonds, debentures, trust indentures and corporate mortgages. This includes sorting out deficiencies in the applications submitted to the Companies Services Branch.

## PROSECUTIONS

416-965-7338

ATT GEN, CROWN ATTORNEYS' OFFICE, Judicial District of York prosecutes all Criminal Code of Canada offences occurring within this Judicial District. Crown Attorneys inform police, lawyers and the public on general matters related to such offences. Members attend coroners' inquests as agents for the Solicitor General. The office supervises **prosecutions** of Highway Traffic Act offences in Provincial Courts within the Judicial District. Office activities include keeping of County Court Clerk's records, issuance of court papers and subpoenae, preparation of probation orders, collection of fines and restitution, holding bail monies for disposition, issuance of bailiff's licence and investigating complaints against bailiffs. Inquiries on these matters outside the Judicial District of York should be referred to the Crown Attorney for the appropriate county or judicial district.

416-965-0650

ATT GEN, CROWN LAW OFFICE, CRIMINAL LAW is responsible for the preparation and argument of all criminal appeals in indictable offences in the province, whether the Crown is the Respondent or the Appellant. Conducts special **prosecutions**. The branch deals with the judiciary, Crown attorneys, the police and the public.

## PROSPECTORS

416-965-1316

NAT RES, LANDS ADMINISTRATION BR, Acquisition Section (965-2738) acquires land for ministry needs. Public Lands Section (965-2741) is responsible for the disposition and management of Crown land including cottage lots and water lots; also answers general inquiries. Mining Lands Section (965-1323), is responsible for issuing licences to **prospectors**, registration and disposition of Crown mining lands; licensing of sand and gravel removals from Crown land (965-6918). Titles Section (965-1319) issues Crown leases, land patents (Crown patents), licence of occupation. Can give information (from the Domesday Book) on land that was formerly Crown land. Maintains acreage tax rolls; carries out forfeiture process for patented mining lands.

416-965-0190

NAT RES, ONTARIO GEOLOGICAL SURVEY provides information on the geological and mineral resources of Ontario for development of policy on management of non-renewable resources, for land use planning and for exploration and development of Ontario's mineral wealth. Activities include geological, geophysical and geochemical surveys, mineral deposit studies, geochronology studies, development of new exploration techniques, presentation of classes & lectures on minerals. Analytical laboratory provides identification, chemical analyses and assays of mineral, rock and ore samples. The branch administers the Mineral Exploration Assistance Program to encourage approved mineral exploration in designated areas, and the geoscience research grants program to aid geoscience research at Ontario universities. Operates the Mining Library (965-1352). Published maps, reports, brochures, unpublished files & analytical services are used by the public, **prospectors**, mining companies, universities & government agencies. There are Regional Geologists in regional offices & Resident Geologists in Red Lake, Sioux Lookout, Kirkland Lake & Sudbury districts (see Appendix).

**PROSTHETICS**

COMM SOC, ADULT SERV DIV, GENERAL WELFARE ASSISTANCE (GWA) PROGRAM (Income Maintenance) provides short-term financial assistance to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities & Indian Band Councils or by the Province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance (welfare) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed drugs, dental care, **prosthetics** (incl. eyeglasses, hearing aids) & for burials. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS A (Senior citizens), GAINS D (blind & disabled). Incentive Allowances are paid to those under a work activity project. Contact municipal welfare offices, Indian Band Councils and in unorganized territories Comm Soc area office (see Appendix).

416-965-2376

COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION (Social Services) aims to develop or restore the work capacity of the physically or mentally handicapped. Assesses handicapped person's abilities & limitations, counsels the person through the rehabilitation process, assists in gaining employment and provides restorative assistance (e.g. **prosthetics**) needed to restore useful physical functioning. Shares with municipalities work activity project costs (to enable handicapped to be self-sufficient). Provides capital & operating grants to rehabilitation workshops & operating grants & debt retirement (e.g., payment of mortgages) assistance to half-way houses & group homes for the physically & mentally handicapped & former inmates, etc. & for some centres for alcoholics & drug addicts. Contact regional, area & local offices (see Appendix). In Metro Toronto contact the Area Office, 965-9943 or Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

**PROTOCOL**

416-965-1215

INTGOV AFF, PROTOCOL SERVICES BR answers inquiries from other branches, agencies and the public about **protocol** procedures and social etiquette. Arranges official Ontario ceremonies, conferences and special events, including the 'At Queen's Park' series of concerts and exhibitions. A government hospitality fund provides resources to host hospitality functions (e.g., luncheons, dinners, receptions) where the Government officially welcomes visitors from outside Ontario who attend national or international events. Requests for assistance should be in writing to: The Minister of Intergovernmental Affairs, Queen's Park, Toronto, M7A 1C1.

**PROVINCE OF ONTARIO SAVINGS OFFICE**

416-965-1791

REVENUE, PROV OF ONTARIO SAVINGS OFFICE provides general savings bank services to the public in 21 branches throughout the province. The **Province of Ontario Savings Office** deposits funds in excess of day-to-day requirements with the Consolidated Revenue Fund.

**PROVINCIAL AUDITOR**

416-965-1381

THE PROVINCIAL AUDITOR carries out the statutory requirements imposed under the Audit Act and other statutes of the province. The Provincial Auditor manages the audit of the Consolidated Revenue Fund as well as that of ministerial and quasi-judicial agencies.

## PROVINCIAL LOTTERY

416-961-6262

CULT & REC, ONTARIO LOTTERY CORPORATION, PROVINCIAL. The Ontario Lottery Corporation manages the **Provincial Lottery**, Wintario and Lottario. To find out winning numbers of last **Provincial Lottery** draw consult newspapers the next day or list posted at retailer's or call 416-870-9161 (Toronto) for a recorded message. Proceeds from **Provincial Lottery** sales in Ontario are used to provide grants for health research and related environmental projects. See Health Policy Development & Research Br, Env Pollution Control Br Development & Research Group and Labour Standards & Programs Br.

416-248-3739

ENV, POLLUTION CONTROL BR DEVELOPMENT & RESEARCH GROUP includes: an Applied Sciences Section (248-3044), a Wastewater Treatment Section, and a Water Technology Section. The group provides: liaison with academic and research groups, dissemination of technical information and findings, technical assistance to the Planning Sections, applied environmental research on pollution, wastewater treatment and drinking water quality. Also provides technical support regarding the application of new technology directly to municipalities and industry and to the public through regional and district offices (see Appendix for list). Provides grants for health related environmental research and other projects from **Provincial Lottery** funds; write to Pollution Control Br., Development & Research Group, Min. of the Environment, 135 St. Clair Ave. W., Toronto, M4V 1P5.

416-965-5887

HEALTH, POLICY DEVELOPMENT & RESEARCH BR provides health research grants for the following purposes: to support applied and developmental health research mainly based at Health Sciences Complexes, including hospitals (principal areas that qualify are operational, epidemiological and developmental research projects involving training or service); to support innovations in the organization and delivery of health service including the evaluation of health care; and to attract individuals to priority health training programs. Also provides bursaries for post graduate studies in health related areas as approved by specific consultants in Program Advisory Br. Recognized health & research development organizations in Ontario may apply for the **Provincial Lottery** grants for health research by writing to: Director, Policy Development and Research Branch, Ministry of Health, 15 Overlea Blvd., Toronto M4H 1A9.

416-965-8710

LABOUR, STANDARDS & PROGRAMS BR ADVISORY SERVICES provides an information service on occupational health and safety matters and publishes related material to assist with control of hazards in the workplace. Provides administrative support to **Provincial Lottery** Awards Committees which make available grants for occupational health and safety applied research and manpower training and development programs. For information on these grants write to this Branch and Ministry, 400 University Ave., Toronto M7A 1T7. See also Labour Standards & Programs Br for information on other activities of this branch.

## PROVINCIAL-MUNICIPAL

Provincial-Municipal, see also Municipalities

416-965-6989

INTGOV AFF, PROVINCIAL MUNICIPAL AFFAIRS SECRETARIAT assesses and provides advice on **provincial-municipal** relations and programs. Maintains relations with municipal groups such as Municipal Liaison Committee (MLC), Assoc. of Municipalities

of Ontario (AMO), Assoc. of Counties and Regions of Ontario (ACRO), Rural Ontario Municipal Association (ROMA) and Federation of Canadian Municipalities (FCM). Organizes **provincial-municipal** and tri-level intergovernmental consultation and conferences on joint programs of the federal, provincial and municipal governments. Publishes the Municipal Directory annually, detailing lists of counties, districts, cities, towns, townships, etc. in Ontario, with names and addresses of key officials, population figures, etc.; and 'Background', a weekly newsletter outlining legislation, publications and provincial projects of interest to business, municipalities, etc.

416-965-3505

**TREAS ECON, INTERGOVERNMENTAL FINANCE & GRANTS POLICY BR** coordinates provincial policy on transfer payments to local sector. Advises Cabinet on proposed changes to existing **provincial-municipal** grants structure, including deconditionalizing of various specific grants. Develops budget options for assistance to municipalities and monitors Ontario's revenue sharing commitment. Advises Treasurer and Cabinet on options for and administers all unconditional grants, valued at over \$480 million in 1979. Reviews and coordinates provincial policy in federal-provincial shared-cost programs, and federal-provincial equalization formula. Provides assistance to other provincial ministries in negotiations with federal government.

## PROXY

416-963-0223

**CCR, ONTARIO SECURITIES COMMISSION (OSC)** maintains public files on companies' disclosure of take-over bids, **proxy** and **proxy** solicitation, insider trading and financial disclosure for the benefit of investors (963-0259). Processes mining and other prospectus offerings of securities as well as applications for transfer or release of securities from escrow (963-0239). Registers stockbrokers, salesmen and investment advisers, commodity futures dealers, salesmen and advisers (963-0228). Investigates complaints about stockbrokers and salesmen and commodity brokers and salesmen and complaints about actions by companies affecting the value of securities (963-0242). Answers general questions about commodity futures trading (963-0255).

## PSYCHIATRIC

Psychiatric, see also Mentally Incompetent. See also Health Program Advisory Br for funding of community-based mental health programs for adults (esp. former psychiatric patients) under the Adult Community Mental Health Program.

416-535-8501

**ATT GEN, METRO TORONTO FORENSIC SERVICE (METFORS)** performs **psychiatric** assessments of persons who have been arrested due to criminal offences and are suspected of being mentally ill. Examinations are ordered by the Court and conducted prior to bail. Also assesses and treats those persons who have demonstrated signs of mental illness while in jail awaiting trial. METFORS is funded by the Ministry of the Attorney General, staffed by professionals in the field and run by a board of representatives from the Clarke Institute and the Ministries of the Attorney General, Health and Correctional Services. Located at 999 Queen St. W. it serves only courts within Metro Toronto.

416-362-1331

**ATT GEN, PUBLIC TRUSTEE** manages estates of mentally incompetent persons (mainly those in **psychiatric** hospitals and facilities for the retarded). May be appointed Administrator of estates of Ontarians who die intestate without adult next-of-kin in Ontario and may manage such an estate as would a private trustee. May also be appointed Executor under a

will. The Public Trustee is authorized to accept private trusts, Powers of Attorney, etc. Advises charitable organizations of legacies from wills and reviews operations of charities. Receives in trust assets of corporations undergoing dissolution. Authorized to receive funds in trust for perpetual care of cemeteries.

416-750-3366

**CORR SERV, INSTITUTIONAL PROGRAM SUPPORT SERVICES** provides consultative services to programs in the Ministry's correctional institutions. Consultants in medicine, **psychiatric** and dental care, psychology, social work and chaplaincy are responsible for planning and supervision of services in these fields. Institutional program support is also given in the areas of resources management, new facilities development, preventive security, classification and allocation of inmates, education, food services, industrial programs, nursing, recreation and library services. The latter six programs are described separately in this index. See Corr Serv Education Services, Corr Serv Food Services, Corr Serv Industrial Programs, Corr Serv Nursing Services, Corr Serv Recreation Services and Corr Serv Library Services. Correctional institutions are listed in the Appendix.

416-965-5415

**HEALTH FISCAL RESOURCES BR** coordinates preparation of the Ministry's Operational Plans, Estimates, Management-By-Results and financial reports. Coordinates budgetary control and provides financial consulting services to assist Ministry program managers. Administers the Ministry funding and monitors the expenditures of hospitals and related facilities. These include public, private and **psychiatric** hospitals, home care, nursing homes, ambulance services, local health agencies, crippled children's treatment centres, etc.

416-965-5081

**HEALTH, HOMES FOR SPECIAL CARE PROGRAM**, Psychiatric Hospitals Branch, issues licences to and inspects Homes for Special Care which provide nursing home and residential home care for former patients of Ontario **psychiatric** hospitals and centres for the mentally retarded. Contact local psychiatric hospital.

416-965-6234

**HEALTH, PSYCHIATRIC HOSPITALS BR** is responsible for administering Provincial **Psychiatric Hospitals**. Contact local psychiatric hospital, listed in the Appendix.

## PSYCHOLOGY

416-750-3366

**CORR SERV, INSTITUTIONAL PROGRAM SUPPORT SERVICES** provides consultative services to programs in the Ministry's correctional institutions. Consultants in medicine, psychiatric and dental care, **psychology**, social work and chaplaincy are responsible for planning and supervision of services in these fields. Institutional program support is also given in the areas of resources management, new facilities development, preventive security, classification and allocation of inmates, education, food services, industrial programs, nursing, recreation and library services. The latter six programs are described separately in this index. See Corr Serv Education Services, Corr Serv Food Services, Corr Serv Industrial Programs, Corr Serv Nursing Services, Corr Serv Recreation Services and Corr Serv Library Services. Correctional institutions are listed in the Appendix.

## PUBLIC ACCOUNTS

416-965-5273

**TREAS ECON, FINANCIAL INFORMATION & ACCOUNTING POLICY BR** manages Ontario's requirements in overall government accounting, control & consolidated public and

internal financial reporting. Specifically, it: maintains records of all Consolidated Revenue Fund transactions; prepares reports for use by the Treasurer before the Legislature, the public and the financial community, e.g., **Public Accounts**, prospectuses of debentures; operates Central Financial Information Systems by analyzing & consolidating data on revenues, expenditures, budgets, forecasts & statistics; provides all ministries/agencies with direction on financial transactions to ensure quality and comprehension of accounting & financial management policies; coordinates interministry effort on 'in-house' systems to ensure compatibility with Central Financial Information systems; provides expertise on all accounting and financial matters as referred by Management Board and all ministries/agencies; provides liaison with banking community.

## PUBLIC COMMERCIAL VEHICLE LICENCE

Public Commercial Vehicle Licence (PCV), see Tr & Comm Highway Carrier Licensing Section, also Tr & Comm Ont. Highway Transport Board.

## PUBLIC FINANCE

416-965-2099

REVENUE, COMMUNICATIONS GROUP provides information service concerning programs and policies to the media, the public and internal branches. For description of information services function, see first entry under Information Service. Participates in development of Ministry bilingual programs. Maintains a newspaper clipping service and library (965-3892) covering aspects of tax, property assessment, **public finance**, legislation and government and business administration.

416-965-2914

TREAS ECON, FINANCE MANAGEMENT BR provides management and direction of the Province's requirements in the areas of cash management, debt management, finance structure and policy. Specifically, the Branch controls and manages the government's cash flows to ensure that obligations are met without default and that surplus funds are invested; issues and retires Province of Ontario debt securities (debentures) and treasury bills. Provides direction to government debt management requirements and coordinates overall debt policy regarding public and non-public financing of the Province, Ontario Hydro and all boards, commissions and agencies utilizing provincial guarantee. Provides research, policy recommendations and policy implementation in **public finance** to ensure sound strategy and to preserve Ontario's credit worthiness.

## PUBLIC HEALTH

416-965-4094

HEALTH, PROGRAM ADVISORY BR, COMMUNICABLE DISEASES Section controls communicable disease by collecting data and keeping local **Public Health** Officers aware of disease trends. Provides Medical Officers with drugs for immunization and for treatment of leprosy, and with rabies vaccine and snake antivenin. Provides supplementary field service when necessary to prevent and control disease. See also other sections in Health Program Advisory Br described separately.

416-965-4236

HEALTH, PROGRAM ADVISORY BR, FOOD CONTROL SERVICES are the responsibility of the Veterinary **Public Health** Consultants. The branch deals with the safety of food in production, processing, distribution and service; food-borne illnesses; interpretation of regulations; interpretation of laboratory results. Provides consultation to local **public health** authorities to test milk products. Approves acceptable milk containers and issues certificates

of approval needed to operate pasteurization plants. Provides information to consumers, the food trade and individuals wishing to conduct a food business. See also other sections in Health Program Advisory Br described separately.

416-965-4058

**HEALTH, PROGRAM ADVISORY BR, VD** (venereal disease) clinics for the diagnosis and treatment of VD are located throughout the province. Provides advice to physicians re management of VD cases and educates public on all aspects of venereal disease. Contact municipal **Public Health** unit. In Metro Toronto call any time Tel. 965-3333. Grants are available for VD clinics administered by hospitals or local Boards of Health. See also other sections in Health Program Advisory Br described separately.

416-965-4236

**HEALTH, PROGRAM ADVISORY BR, VETERINARY Public Health** Consultants help to control disease common to man and animals (zoonoses) such as rabies, salmonellosis, brucellosis, etc. Consultants advise **Public Health** Officers and physicians and project need for vaccine, serum and snake antivenin. For a list of antivenin depots and rabies information, contact the Communications Branch at 965-5167. See also other sections in Health Program Advisory Br described separately.

416-965-4164

**HEALTH, PUBLIC HEALTH BR INSPECTION** Services provides consultants to municipalities to advise on local **public health** inspections for cleanliness in restaurants, food stores, residences, factories, etc. Contact local **Public Health** Unit serving municipality. See also other sections in Health Public Health Br described separately.

416-965-1170

**HEALTH, PUBLIC HEALTH BR NORTHERN ONTARIO PUBLIC HEALTH SERVICES (NOPHS)** provides direct **public health** services to the unorganized territories in Northern Ontario which are not served by local health units. Also provides **public health** inspection service to industrial camps in these areas. Provides dental health services by means of Mobile Dental Coaches to school aged children in underserved areas of Northern Ontario. Contact regional office listed in the Appendix. See also other sections in Health Public Health Br described separately.

416-965-7678

**HEALTH, PUBLIC HEALTH BR PUBLIC HEALTH ENGINEERING** Section collects and evaluates data on the analysis of drinking water and on the quality of the supply in recreational areas. Provides engineering advice on control measures for outbreak of communicable disease, on treatment of non-municipal water supply, on improper waste disposal systems, and on the design and operation of recreational camps and other facilities, housing and institutions. Issues licences to summer camps. Administers regulation regarding public swimming pools under the **Public Health** Act, including approval of building plans. See other sections in Health Public Health Br described separately.

416-965-4441

**HEALTH, PUBLIC HEALTH BR PUBLIC HEALTH NURSING** Consultants provide consultation to health agencies in all areas of **public health** nursing services. The program ensures proper preparation for the practice of **public health** nursing in Ontario. See also other sections in Health Public Health Br described separately.

**PUBLIC HOLIDAYS**

Public Holidays, see Labour Employment Standards Br, also Sol Gen Retail Business Holidays Act.

**PUBLIC HOUSING**

Public Housing, see Rent Geared to Income

**PUBLIC LIBRARIES**

Public Libraries, see Libraries

**PUBLIC SERVICE APPEAL BOARDS**

416-965-1455

**CIV SERV, PUBLIC SERVICE APPEAL BOARDS.** The Public Service Grievance Board and the Public Service Classification Rating Committee (965-1455) are tribunals which hear appeals about grievances of employees of the Ontario Public Service regarding dismissal, working conditions and job classification. The Crown Employees Grievance Settlement Board (598-0688) hears grievances arising in the various bargaining units represented by the Ontario Public Service Employees Union (OPSEU), the Ontario Liquor Boards Employees Union, the Workmen's Compensation Board Employees Union, and the Ontario Housing Employees Union. The Ontario Public Service Labour Relations Tribunal (598-0688) hears appeals re union representation, jurisdiction, union dues, bargaining units, etc., and generally administers the Crown Employees Collective Bargaining Act, 1972 (amended). Arbitration Boards (ad hoc) hear and adjudicate disputes between employees and unions re wages, collective agreements.

**PUBLIC SERVICE SUPERANNUATION**

Public Service Superannuation, see Govt Serv Employee Benefits Br, also Govt Serv Public Service Superannuation Board.

**PUBLIC TENDERS OFFICE**

Public Tenders Office, see Govt Serv Supply Administration Br.

**PUBLIC TRUSTEE**

416-362-1331

**ATT GEN, PUBLIC TRUSTEE** manages estates of mentally incompetent persons (mainly those in psychiatric hospitals and facilities for the retarded). May be appointed Administrator of estates of Ontarians who die intestate without adult next-of-kin in Ontario and may manage such an estate as would a private trustee. May also be appointed Executor under a will. The Public Trustee is authorized to accept private trusts, Powers of Attorney, etc. Advises charitable organizations of legacies from wills and reviews operations of charities. Receives in trust assets of corporations undergoing dissolution. Authorized to receive funds in trust for perpetual care of cemeteries.

**PUBLIC VEHICLES**

Public Vehicles, see Tr & Comm Highway Carrier Licensing Section, also Tr & Comm Ont. Highway Transport Board.

## PUBLICATIONS CENTRE

Some Ontario Government publications are issued directly by each ministry. Contact the ministry's regional office (listed in the Appendix) or its Information Branch in Queen's Park (listed under Information Service).

416-965-6015

GOVT SERV, PUBLICATIONS SERVICE under the Printing Services Br is responsible for cataloguing, inventory control and distribution of Ontario Government publications to the public, other ministries and to public libraries through a province-wide library depository system. Publications, including legislation (bills and regulations) are distributed through the Ontario Government Bookstore at 880 Bay St., Toronto (965-2054) or by mail through the **Publications Centre**, 5th Floor, 880 Bay St., Toronto, M7A 1N8 (965-6015). Cheques or money orders should be payable to the Treasurer of Ontario. Bibliographic Services Centre (965-1415) maintains collection of Ontario Government publications from 1971. Provides bibliographic & reference services and microfiche of certain government documents for research purposes. Compiles monthly checklist and annual catalogue of Ontario Government publications and has other bibliographies & brochures.

## PUBLISHING

416-965-7690

CULT & REC, CULTURAL INDUSTRIES BR provides liaison with various levels of government and the film industry, recording industry, book **publishing** and periodicals industries. Does not give grants; emphasizes policy development. Accepts applications from established book publishers for guaranteed loans and interest subsidies. Manages Ontario Half Back program which allows non-winning Wintario tickets to be used for discounts on purchase of Canadian records or on admission to Canadian films (May to September, 1979). The Half Back program on the purchase of Canadian books or magazine subscriptions was in operation from January 19 to April 12, 1978.

416-961-1660

CULT & REC, ONTARIO ARTS COUNCIL promotes the study, enjoyment of, and production of works in the arts. Provides grants in response to written applications from performing and creative arts groups and individuals such as theatre and dance companies, orchestras and concert societies, art galleries and schools, **publishing** houses and periodicals, local and regional arts councils and festivals, arts service groups and community arts projects. Individual artists, e.g. painters, sculptors, playwrights, composers, writers, poets, makers of films and photographers may also apply. The Council has officers on staff who represent various art disciplines and pursuits. Other programs include Creative Artists In Schools (CAIS) and ONTOUR which assists concert artists, soloists, performing groups, and groups that sponsor local appearances. The Ontario Arts Council is concerned with the development of local and regional arts resources, and Franco-Ontarian community arts.

## PURCHASING SERVICE

Purchasing Service for each ministry is a function of its Administrative Services branch. See individual ministry listings under Administrative Services.

416-965-6937

GOVT SERV, SUPPLY ADMINISTRATION BR provides a government-wide **purchasing service**. Three commodity sections: Furniture & Furnishings (965-1247), Office Products (965-4751), Special Products (965-3084) administer a collective purchasing program for commonly used commodities; purchase equipment for new Ontario government facilities; purchase goods and services for operational requirements of the Ministry. Central purchasing

authority for furniture and furnishing needs of all ministries and agencies rests with the Furniture & Furnishings Section. Supplier Development Section (965-6937) supports branch by developing supplier lists, maintaining a vendors catalogue library, identifying and evaluating new suppliers. Operates the Public Tenders Office (965-1152) to receive tenders for government supply contracts. Assets Disposal Section (259-7809) receives, warehouses and arranges for re-use or disposal of surplus furniture, equipment, materials.

### **PYRAMIDIC SALES SCHEMES**

Pyramidic sales schemes (involving sale of distributorships) are prohibited by the Federal Combines Investigation Act unless provincial legislation is in force. The Ontario Pyramidic Sales Act, 1972 which allowed and regulated certain sales schemes was repealed in December, 1978. An information sheet on pyramidic sales schemes is available from CCR Consumer Information Centre, listed in this Index.

### **QUALITY OF WORKING LIFE**

416-965-5958

LABOUR, ONTARIO QUALITY OF WORKING LIFE CENTRE. **Quality of Working Life** (QWL) is a concept with interlocking goals: greater self-fulfilment of employees, improved labour relations and better performance of a company for the benefit of both employees and employers. The Centre assists in establishing joint labour-management QWL projects in selected industries and communities. Helps to provide training of individuals and organizations in QWL approaches. Undertakes information and research activities, promotes a community interest in QWL concepts and will publish a newsletter on QWL developments.

416-965-6101

LABOUR, RESEARCH BR provides information on wages, labour relations, occupational health and safety, collective bargaining, working conditions, **quality of working life**, human rights, employment and unemployment trends, labour market conditions and manpower, occupational data on women in the Ontario Public Service and on women in management. Provides internal policy analysis. Collects, analyzes and maintains a library on Ontario Collective Bargaining Agreements (965-6886). Maintains a library containing other labour related material (965-1641).

### **QUARRIES**

416-965-3054

ENV, POLLUTION CONTROL BR NOISE POLLUTION Control Section deals with the control of noise emissions and comments on the relationship between new and existing land use and noise sources (e.g. industry, highways, railways and aircraft). Develops acoustics criteria and standards (965-1193). Monitors blast concussion and ground vibration levels from operating pits and **quarries** in response to complaints. Promotes the Model Municipal Noise Control By-Law for adoption by municipalities and assists in training of noise control officers. The publication, 'Model Municipal Noise Control By-Law, Final Report' is available at \$3 per copy from the Ontario Government Bookstore, 880 Bay St., Toronto (965-2054). For inquiries on noise pollution contact the ministry's regional and district offices listed in the Appendix. In Metro Toronto this Section (965-4071) will respond to noise complaints or refer callers to the proper municipal office where there is a municipal noise control by-law.

416-965-1328

LABOUR, MINING HEALTH & SAFETY BR is responsible for the administration of the Mining Act and the succeeding legislation for mines, open pits, industrial **quarries**, metallurgical operations, and for sand, clay, shale and gravel pits to reduce hazards to safety

and occupational health in the workplace. Periodically inspects these establishments; conducts air samples to ensure a safe working environment. Investigates refusals to work under unsafe conditions. Investigates fatalities and serious accidents. Consults with labour and management to increase their involvement in identifying and solving occupational health and safety hazards. Reviews and provides advice on pre-development plans of mining and metallurgical operations to check electrical, mechanical and occupational health and safety hazards before construction. Tests hoist cables and trains mine rescue personnel. Contact Queen's Park or district offices listed in the Appendix. See also Labour Construction Health & Safety Br, Labour Industrial Health & Safety Br.

416-965-1559

**NAT RES, MINERAL RESOURCES BR** develops and administers mineral resources policies. Maintains statistics on mineral economics (965-1016) and determines availability of resources such as metals, industrial minerals, nonmetals and petroleum. Issues precious metals refinery licences. Administers the Pits & Quarries Control Act (965-3127), Petroleum Resources Act, Section 113 of the Mining Act. Petroleum Resources Section (965-1981) issues licences to lease property for the purpose of producing natural gas or oil or for geochemical and geophysical exploration. Issues permits to drill wells and to operate machinery.

## **QUARTER CENTURY CLUB**

416-965-5761

**CIV SERV, ADMIN SERVICES BR, STAFF SERVICES** Section supports the **Quarter Century Club** for government employees with 25 or more years of service, including superannuates, and organizes yearly banquets across Ontario for club members.

## **QUEBEC**

Quebec, see Ontario-Quebec Permanent Commission

## **QUEEN'S PRINTER**

Queen's Printer (Ontario Government publications), see Govt Serv Publications Service. Queen's Printer (Federal Government publications), contact nearest Department of Supply & Services office.

## **QUEEN'S PROCTOR**

416-965-2831

**ATT GEN, CROWN LAW OFFICE, CIVIL LAW** provides the Ontario Government with civil litigation in all levels of courts, boards and tribunals. Provides professional advice and legal opinions to all government ministries, agencies and tribunals on a variety of subjects involving interpretation of provincial statutes. Examines applications for judicial review to determine if an intervention will be made on behalf of the Attorney General. Deals with claims for and against the Crown. Answers inquiries from the public on statutes administered by this ministry. Acts for the **Queen's Proctor** in divorce matters. The Constitutional Law Branch of this office handles cases involving constitutional questions.

## **RABIES**

416-965-5841

**AG & FOOD, VETERINARY SERV BR, REGULATORY AND COMMUNICABLE DISEASES** Section administers the Acts concerning these veterinary requirements: vaccination of cattle to control brucellosis, licences for livestock community sales and those involved in disposing of dead animals. Compensates owners of livestock that are destroyed by **rabies**. Provides consultative service to practising veterinarians and producers of cattle, sheep

and swine. Provides grants to finance veterinary service in designated areas where livestock farms are sparsely located. Inspects and issues licences to riding horse establishments, dog pounds and suppliers of laboratory animals. Issues licences to those other than pharmacists & veterinarians who sell livestock medicine. Requires registration of facilities that use animals for research.

416-965-4094

**HEALTH, PROGRAM ADVISORY BR, COMMUNICABLE DISEASES** Section controls communicable disease by collecting data and keeping local Public Health Officers aware of disease trends. Provides Medical Officers with drugs for immunization and for treatment of leprosy, and with **rabies** vaccine and snake antivenin. Provides supplementary field service when necessary to prevent and control disease. See also other sections in Health Program Advisory Br described separately.

416-965-4236

**HEALTH, PROGRAM ADVISORY BR, VETERINARY** Public Health Consultants help to control disease common to man and animals (zoonoses) such as **rabies**, salmonellosis, brucellosis, etc. Consultants advise Public Health Officers and physicians and project need for vaccine, serum and snake antivenin. For a list of antivenin depots and **rabies** information, contact the Communications Branch at 965-5167. See also other sections in Health Program Advisory Br described separately.

## RACE

Race, see also Racially-Motivated Physical Assault.

416-965-6841

**ONTARIO HUMAN RIGHTS COMMISSION** administers the Ontario Human Rights Code to achieve equal treatment for all people in the areas of employment, housing, public accommodation, services and facilities such as hotels and restaurants, and related advertising, regardless of **race**, creed, colour, age, sex, marital status, nationality, ancestry or place of origin. Investigates and conciliates complaints of discrimination. Promotes public education to eliminate prejudice and provides publications on human rights. Undertakes resolution of community problems involving **race** and ethnic relations when tensions threaten to erupt into violence. The Commission reports to the Legislature through the Minister of Labour. Contact Ministry of Labour regional offices listed in the Appendix.

## RACE TRACKS

Racing (thoroughbred and standardbred), control of improprieties, see Sol Gen OPP Special Investigations Br

416-963-0520

**CCR, ONTARIO RACING COMMISSION (ORC)** promotes the proper management of horse racing and the orderly behaviour and integrity of participants. Issues licences to participants and encourages the improvement of the quality of horses that race. Contact judges and stewards at **race tracks** or the head office of the Ontario Racing Commission.

416-965-5772

**REVENUE, RETAIL SALES TAX BR** administers the collection of Retail Sales Tax by Ontario vendors. This tax is paid to vendors by consumers at the time of purchase on most goods and some services (e.g. entertainment) consumed in Ontario. The branch operates district offices (listed in the Appendix) throughout Ontario which register vendors, issue vendors permits (Provincial Sales Tax licences) and provide information concerning exemptions and other aspects of the Retail Sales Tax including vendor information for those

starting a business. District Offices also carry out periodic audits. Tax collected under the **Race Tracks Tax Act** is also administered by the branch. In Metro Toronto, call 487-7161.

## RACIALLY-MOTIVATED PHYSICAL ASSAULT

416-366-3080

ATT GEN, RACIAL ATTACK ADVICE SERVICE under the Crown Law Office, Criminal Law provides advice by telephone to victims of a **racially-motivated physical assault** where the police have not laid charges. Lawyers inform callers of their right to lay charges and the procedure to follow.

## RACING

416-963-0520

CCR, ONTARIO RACING COMMISSION (ORC) promotes the proper management of horse **racing** and the orderly behaviour and integrity of participants. Issues licences to participants and encourages the improvement of the quality of horses that race. Contact judges and stewards at race tracks or the head office of the Ontario Racing Commission.

416-965-8114

SOL GEN, OPP, SPECIAL INVESTIGATIONS BR provides assistance to Crown attorneys and law enforcement agencies including Chiefs of Police and other government agencies. Drug Enforcement Section (965-8114) conducts investigations concerning the suppression of illegal drugs. Liquor Laws Enforcement Section (965-8114) conducts investigations relating to liquor licencing and liquor law infractions. Anti-Gambling Section (965-8114) deals with control of gambling and improprieties in Thoroughbred and Standardbred horse **racing**. Also is involved with control of pornography (965-1736). Auto Theft Section (965-8049) conducts investigations concerning all thefts of motor vehicles including organized vehicle theft rings and expert vehicular (or parts) identification. OPP district headquarters are listed in the Appendix.

## RADAR WARNING DEVICE

416-965-3440

SOL GEN, RADAR WARNING DEVICES. An amendment to the Highway Traffic Act, passed and effective Dec. 16, 1977 prohibits a person from driving a motor vehicle equipped with a **radar warning device**. The new legislation empowers a police officer to search any vehicle reasonably suspected of carrying a **radar warning device** and to seize any such device. Those convicted may be fined and the device forfeited to the Crown. If faced with a legal problem or in order to get an authoritative interpretation of the law, refer to the Act or consult a lawyer. The Act is available from: Ontario Government Bookstore, 880 Bay St. Toronto (965-2054).

## RADIO

Radio, see Telecommunications.

## RADIOACTIVE

LABOUR, SPECIAL STUDIES & SERVICES BR. Health Studies Service (965-6375) conducts occupational health studies and provides consultative services on the effects of occupational and environmental exposure to chemical or other hazardous agents on human health. Safety Studies Service (965-6111) conducts studies in occupational safety and maintains contact with organizations involved in accident prevention. Radiation Protection Service (965-8178) directs a program to protect employees and the public from harmful effects of radiation including industrial X-Rays, **radioactive** materials, microwaves, lasers.

Radiation Protection Laboratory (965-2201) analyzes **radioactive** materials. Develops monitoring techniques and equipment for identification of **radioactive** sources. The Branch also deals with contingencies related to nuclear power generating stations and heavy water plants.

## RAFFLES

Raffles, see CCR Lotteries Br.

## RAILROAD MUSEUM

613-543-2951

NAT RES, ST LAWRENCE PARKS COMMISSION, Morrisburg, Ontario operates and maintains parks, campgrounds and historic sites from the Ontario-Quebec border to 30 miles west of Kingston on Highway 33. Historic sites are Old Fort Henry at Kingston and Upper Canada Village east of Morrisburg. Other facilities include a Wildfowl Sanctuary, an 18 hole golf course, a **railroad museum**, nature trails and Pioneer and Loyalist memorials. Winter recreation facilities include cross-country skiing, snowmobiling, tobogganing, snowshoeing. A maple sugar bush, skating and horse drawn sleigh rides operate at Upper Canada Village. A marina and riding stable are operated as concessions on Commission lands.

## RAILWAY

Railway, see also Railroad Museum

705-472-4500

NORAFFAIRS, ONTARIO NORTHLAND TRANSPORTATION Commission (ONTC) in North Bay supervises transportation services in Northern Ontario such as air services (norOntair), highways services, **railway** services (including the Polar Bear Express and the Northlander), marine services (including ferry services to Manitoulin and cruises on Lake Nipissing) and telecommunications services. The Ontario Northland Transportation Commission has a sales office in Toronto, phone: 965-4268.

416-965-1160

REVENUE, CORPORATIONS TAX BR administers the Corporations Tax Act and the **Railway** Fire Charge Act. The branch deals with corporations tax, i.e., corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital), clearances of liens on sale of real property (when lien has been placed on corporation property in respect of unpaid tax, penalties or interest), consents to revive or surrender charters or to dissolve a corporation voluntarily and special tax on insurance companies based on taxable insurance premiums. Answers questions on corporations tax credits on investment in new issues of Small Business Development Corporations (SBDC) equity shares under the new SBDC Act (965-4040). For information on Land Transfer Tax, call 965-1774.

416-630-2635

TORONTO AREA TRANSIT OPERATING AUTHORITY (TATO) was created to design, establish and operate an inter-regional transit system serving Metro Toronto and the regional municipalities of Peel, Durham, Halton, Hamilton-Wentworth and York. Manages GO Transit, a commuter **railway** service operated by Canadian National Railways, and a commuter bus service operated by Gray Coach Lines and Trailways of Canada. For information on timetables and fares phone local GO Transit number (in Toronto, 630-3933). TATO reports to the Legislature through the Minister of Transportation & Communications.

**RATTLESNAKE BITES**

Rattlesnake Bites, see Health Program Advisory Br Communicable.

**REAL ESTATE**

Real Estate, see also Real Property

416-963-0441

CCR, CENTRAL REGISTRATION SECTION under the Consumer Advisory Services Br provides actual registration functions and maintains central registry of any business registered under the following Acts: Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, **Real Estate** and Business Brokers, Mortgage Brokers, Travel Industry and Paperback & Periodical Dealers (wholesalers of paperbacks & periodicals). Answers inquiries from government agencies and the public as to whether a business is registered under these Acts (963-0441). For new applications call 963-0446, renewals 963-0444, revisions 963-0448.

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: **real estate** & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and deceptive or unfair business practices. Nine Bureaux across Ontario handle complaints under these Acts: Bailiffs (private bailiffs), Business Practices, Collection Agencies, Consumer Protection (e.g., finance charges on credit purchases and loans), Consumer Protection Bureau, Consumer Reporting (credit reporting and personal investigation agencies), Mortgage Brokers, Motor Vehicle Dealers, Paperback & Periodical Distributors (wholesalers of paperbacks and periodicals), **Real Estate** and Business Brokers, and Travel Industry (travel agents & wholesalers). The Business Practices Act specifies some practices considered to be deceptive, unfair or unconscionable and provides the consumer with redress procedures. See list of Bureaux in the Appendix.

416-963-0406

CCR, REAL ESTATE AND BUSINESS BROKERS ACT ensures protection of Ontario consumers through registration of **real estate** and business brokers and salesmen. The Ministry's Central Registration Section performs the registration function and maintains a central file of registrants, (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File 963-0441). Before foreign land can be sold in Ontario, sellers must provide prospective buyers with accurate description of property and terms of sale. Description is

checked for accuracy by inspectors. Complaints regarding **real estate** and business brokers are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

416-965-2155

GOVT SERV, REALTY SERVICES BR is responsible for the appraisal, negotiation and surveys required in the acquisition and sale of **real estate** for most ministries, including land required for construction programs. Appraises, negotiates and acquires leased accommodation (965-4777). Handles interim management of government property and disposes of such through sale or lease (965-2040). Assists employees of the Ontario Public Service transferred to other locations in Ontario in selling their homes under the Home Owner Employee Relocation Plan (phone: 965-3444). Maintains an inventory of government-owned land, buildings, leases and accommodation (965-6745).

## REAL PROPERTY

Real Property, see also Real Estate

416-965-7574

ATT GEN, ASSESSMENT REVIEW COURTS hear complaints against realty and business assessment based on **real property** valuation for municipal tax purposes. For further information on real property assessment, see Revenue Assessment Field Operations Branch listed in this index. Contact Municipal Office locally for questions on property taxation and rates. For assessment complaints, contact Regional Registrar of Assessment Review Court (see Appendix for list of offices).

416-965-1681

REVENUE, ASSESSMENT FIELD OPERATIONS BR, through regional offices throughout Ontario (listed in the Appendix) implements the **real property** assessment program and undertakes the annual enumeration program for municipalities, which produces municipal voters lists, lists of persons who can be called for jury duty, identification of supporters for schools and census data. The branch is also responsible for assessments prepared for the Provincial Land Tax. The branch serves municipal governments, other Ontario ministries which use data as basis for distribution of municipal grants, and other programs. Inquiries re property taxation, tax certificates, municipal voters lists, school support and municipal population should be referred to the Clerk or Treasurer of the appropriate municipality.

416-965-5189

REVENUE, ASSESSMENT STANDARDS BR. The Ministry of Revenue, under the Assessment Act, assesses the value of **real property** in Ontario, which assessment local governments use as basis for property taxation. The Assessment Standards Branch develops, maintains and implements valuation methods; standardizes valuation procedures; provides training of assessment personnel (965-3905) and conducts related technical research (965-3305).

416-965-1160

REVENUE, CORPORATIONS TAX BR administers the Corporations Tax Act and the Railway Fire Charge Act. The branch deals with corporations tax, i.e., corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital), clearances of liens on sale of **real property** (when lien has been placed on corporation property in respect of unpaid tax, penalties or interest), consents to revive or surrender charters or to dissolve a corporation voluntarily and special tax on insurance companies based on taxable insurance premiums. Answers questions on corporations tax credits on investment in new issues of

Small Business Development Corporations (SBDC) equity shares under the new SBDC Act (965-4040). For information on Land Transfer Tax, call 965-1774.

## RECIPROCITY AGREEMENTS

Reciprocity Agreements (commercial vehicle licence plates), see Tr & Comm Program Development Br

## RECLAMATION

Reclamation, see Recycling

## RECORDING INDUSTRY

Recording Industry, see Cult & Rec Cultural Industries Br

## RECORDS CENTRE

416-965-1051

GOVT SERV, SPECIAL SERVICES BR provides Ontario Government ministries with these operational support services: Collection Service for debts owing to the Government (965-5195); Mail Delivery, a complete mass mailing service on a charge-back basis, including addressing, labelling, folding and inserting mail (965-6902); a **Records Centre** in Mississauga providing secure storage for inactive records with recall services on request (279-5493); Vehicle Repair & Trucking Service at Mimico which on a charge-back basis provides maintenance and repair services for government vehicles, and a province-wide trucking service (252-3348).

## RECORDS MANAGEMENT

Records Management, see also Administrative Services for records management in individual ministries.

416-965-4030

CULT & REC, ARCHIVES OF ONTARIO acquires significant unpublished documents to preserve Ontario's historical heritage and to retain information of long-term operational value to government ministries. Obtains from Ontario government agencies through statutory control, important non-current records, and from other sources through donation or purchase, any important historical manuscripts, maps, pictures, photographs, early newspapers. Maintains a conservation laboratory for document restoration of archives' holdings. Operates a library (965-4039) and public reading room for those doing historical, administrative, legal or other research. Welcomes information on the location of historical material. Also advises and assists ministries and agencies on economic and efficient **records management**, forms control, microrecording, correspondence, reports. Coordinates **Records Management** training courses (965-2187).

## RECREATION

Recreation, see also Parks. Certification of recreationists, see Cult & Rec Special Interests Unit listed below. For local recreation programs contact municipal departments of Parks & Recreation.

416-750-3366

CORR SERV, RECREATION SERVICES provides leisure education programs and a wide variety of **recreation** activities in Ontario's correctional institutions. Programs are designed to bring inmates into contact with the public in controlled settings both in the institution and the community. In many institutions, **recreation** facilities such as gymnasias and playing fields

are used by the community under certain conditions. Inmates assist in community programs as officials and in other volunteer roles.

416-965-7505

CULT & REC, LEADERSHIP UNIT under the Citizenship Division is a resource in the general development of citizenship. The Unit has consultants to advise organizations and municipalities on community leadership and to assist in developing indigenous community leadership resources. Consultants on **recreation** advise those who provide professional preparation at colleges and universities, train teachers within the school system, train recreationists of municipalities and administer grants in aid of research. Consultants work with the Ontario Research Council On Leisure (ORCOL).

416-965-6763

CULT & REC, RESOURCE CENTRE and Library under the Communications Br maintains an up-to-date collection of books, pamphlets, films, video-tapes and teaching materials which are made available to all Ministry staff and any community organization involved in cultural or recreational programs. These materials cover various subjects such as community development, multiculturalism, informal education, language training, **recreation**, leisure, retirement planning, human relations, prejudice, theatre, arts and crafts, native peoples, disabilities, librarianship, volunteerism. Staff can assist in searching materials. Contact Resource Centre in Toronto; other areas contact field offices listed in the Appendix.

416-965-5665

CULT & REC, SPECIAL INTERESTS UNIT, Recreational Services Section of the Sport, Fitness & Recreation Services Br advises community regional and provincial **recreation** agencies and institutions and is responsible for the development of resources in: therapeutic **recreation**, outdoor **recreation**, camping, non-profit camps, **recreation** for families, senior citizens and youth, community **recreation** services, **recreation** education and research. Provides grants to non-profit camps. The Unit is also responsible for the certification of **recreation** professionals and provides support to professional **recreation** associations.

416-965-2390

CULT & REC, WINTARIO GRANTS Information Office, part of the Communications Br, is an information service for the Wintario Grants Program. Net profits from Wintario are available to non-profit community groups, organizations, municipalities and Indian Band Councils for capital and non-capital projects concerning sports, **recreation**, fitness, arts, heritage, public libraries, multiculturalism and citizenship and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

416-965-9724

HOUSING, OHC, COMMUNITY RELATIONS SECTION of the Operational Planning Branch acts as a resource to community relations workers in the field to assist with social problems as well as **recreation** for tenant families, senior citizens and persons with permanent disability in Ontario Housing Corporation (OHC) rent-geared-to-income housing. Also works to help residents integrate into the community.

416-965-7711

IND & TOUR, ONTARIO PLACE CORPORATION operates a 96 acre cultural, entertainment and **recreation** complex on three man-made islands on Lake Ontario, Toronto including exhibition pavilions, band shell, theatres, the giant-screen cinesphere, live entertainment, the Forum, restaurants, snack bars, boutiques, a marina, pedal boats, boat tours, the Canadian destroyer HMCS Haida, mini-golf, land rides, picnic areas, and a children's village

with a water play area and play apparatus including a 370-ft four-flumed waterslide. Ontario Place arranges banquets, receptions all year, shows films for conventions and other groups of residents or tourists. Open daily May 17 to Sept. 16 (10 a.m. to 1 a.m. Mon-Sat; 10 a.m.- 10 p.m. Sun). All major attractions are free with admission (no admission charge for senior citizens). Contact Ontario Place Corporation, 955 Lakeshore Blvd. West, Toronto, Ontario, Canada M6K 3B9.

416-965-6283

**NAT RES, CONSERVATION AUTHORITIES BR** encourages the conservation, development and utilization of water and related land resources by providing policy, funding assistance, management and planning direction to Conservation Authorities, autonomous bodies established under the Conservation Authorities Act. Provides grants to support resource management projects initiated and undertaken by the Authorities. These include water and land management programs (flood plain mapping, environmental assessments, flood control works, such as dams, channel improvements and erosion control structures) and conservation and **recreation** land management programs (reforestation and woodlots management, wildlife management, outdoor **recreation** information and education).

416-965-2899

**NAT RES, LAND USE COORDINATION BR** establishes methods and procedures to coordinate planning for the use of Crown land particularly to increase the number of cottage lots provided on Crown land in Northern Ontario. Participates in land use planning done by other ministries. Prepares lake plans and conducts studies to determine the suitability of small Crown lakes and rivers for **recreation** activities, particularly cottaging. Coordinates the preparation of environmental assessments for the Ministry subject to the Environmental Assessment Act, 1975 (965-5344). Coordinates the input to and review of plans of municipalities and other agencies relative to this ministry's plans and programs.

416-965-2745

**NAT RES, PROVINCIAL PARKS BR** manages provincial parks, canoe routes, water access points, snowmobile trails, waterfowl hunting areas. Also manages park campgrounds, trails and concessions. Cooperates with federal government and municipalities in planning parks and provides financial assistance to municipalities for park development. For general information on parks contact 965-3081 and for park vacancy reports during the summer months call 967-0427 9 A.M. to 9 P.M., seven days a week. Develops and coordinates provincial parks planning and other public **recreation** facilities (965-3981). Assists other government and private agencies with related planning. Contact regional or district offices listed in Appendix.

## RECREATION CENTRES

416-965-5399

**CULT & REC, CAPITAL SUPPORT UNIT** coordinates capital support programs of the ministry. These include capital grants (965-8433) for community **recreation** centres, sports facilities, arts facilities such as theatres and art galleries, exhibition spaces, museums, heritage conservation projects, facilities for libraries and multicultural centres. Planning & Technical Services Section (965-3034) is responsible for policy development, priority setting and program planning and evaluation of the Ministry's capital grants programs. It also provides Capital Support Unit, Ministry field offices and clients (municipalities, community groups) with planning and technical advice and information on the development of cultural and recreational facilities. Contact Field Offices listed in the Appendix.

**RECREATION RESEARCH**

Recreation Research, see Cult & Rec Special Interests Unit.

**RECRUITMENT**

Recruitment by individual ministries, see personnel branches listed under Personnel.

416-965-4162

CIV SERV, FRENCH LANGUAGE SERVICES UNIT under the Staffing Division offers French language training courses to employees of the Ontario Public Service and of municipalities. Assists ministries in **recruitment** of bilingual staff. Administers Ontario-Quebec Summer Student Job Exchange program and civil servants exchanges.

416-965-1483

CIV SERV, RECRUITMENT BR, STAFFING POLICY & CONTROL Section develops, implements, administers and monitors Ontario Public Service (OPS) **recruitment** and staffing, and staffing control policies and procedures. Collects, analyzes and reports data on the staff strength of the OPS. See also other sections under Civ Serv **Recruitment Br.**

416-965-6081

CIV SERV, RECRUITMENT BR, STAFFING SERVICES Section (Main floor, Frost Bldg. S., Queen's Park) provides staffing or **recruitment** services for the ministries, agencies, boards & commissions of the Ontario Public Service and an employment service to the public. Services to ministries include advice on Personnel Administrator hirings, advice and help in special staffing situations involving employment of the handicapped, placement of surplus employees of the Ontario Public Service and those returning to work from extended sick leave (Long Term Income Protection) and advice on special education or work programs. Also maintains a Central Human Resources Inventory (CHRI), a file of qualified job applicants for use by ministries to fill vacancies. Services to the public include employment information and advice (those qualified are placed on the CHRI) and the provision of job information to secondary and post-secondary schools. See also other sections under Civ Serv Recruitment Br.

416-965-1483

CIV SERV, RECRUITMENT BR, STAFFING TRAINING Section designs, develops and delivers a comprehensive program of staffing or **recruitment** training for Personnel Administrators and line Managers of the Ontario Public Service. Topics covered include writing a job advertisement, developing interview questions and conducting an interview. See also other sections under Civ Serv Recruitment Br.

416-965-7688

CIV SERV, RECRUITMENT BR, TEMPORARY SERVICES Section (Main Floor Frost Bldg. S., Queen's Park) operates the Government of Ontario Temporary (GO Temporary) employment program. Provides staffing or **recruitment** services to ministries for temporary employees upon request, pays the employees and charges the ministry for the service. Qualified persons who apply to this section for temporary employment will be registered and placed in available temporary jobs. See also other sections under Civ Serv Recruitment Br.

416-965-5435

CIV SERV, SENIOR APPOINTMENTS AND COMPENSATION OFFICE provides staff support services for the Senior Appointments Advisory Committee and Senior Manpower Planning Subcommittees. Implements all aspects of **recruitment**, appointments, compensation and career development for Ontario Public Service executive categories.

416-965-5331

IND & TOUR, SELECTIVE PLACEMENT SECTION under the Small Business Operations Division provides professional and skilled manpower counselling to Ontario business and in cooperation with Canada Employment & Immigration, overseas **recruitment** assistance to Ontario employers. Contact Queen's Park or regional offices listed in the Appendix (in Metro Toronto, 491-7680).

## RECYCLING

For location of local recycling depots contact municipal Department of Public Works.

416-636-8015

ENV, WASTE MANAGEMENT BR, WASTE UTILIZATION Section. The Waste Management Br coordinates programs concerned with the disposal of waste on land. Waste Utilization Section develops and implements a comprehensive waste management program including new procedures for resource recovery and **recycling**, especially for energy conservation. Operates full scale experimental plant for technology research and market development. Provides grants for selected technology demonstration projects. Promotes source separation projects (recovery of waste newspaper, glass and cans from residential garbage) in selected municipalities. See also Env Waste Management Br Waste Systems Planning.

## REFORESTATION

416-965-6283

NAT RES, CONSERVATION AUTHORITIES BR encourages the conservation, development and utilization of water and related land resources by providing policy, funding assistance, management and planning direction to Conservation Authorities, autonomous bodies established under the Conservation Authorities Act. Provides grants to support resource management projects initiated and undertaken by the Authorities. These include water and land management programs (flood plain mapping, environmental assessments, flood control works, such as dams, channel improvements and erosion control structures) and conservation and recreation land management programs (**reforestation** and woodlots management, wildlife management, outdoor recreation information and education).

416-965-2785

NAT RES, FOREST RESOURCES BR grows seedlings in provincial nurseries for the public and for Crown **reforestation**. Manages Crown forests to ensure regeneration, improve quality and growth and to protect them from wild fire, insects and disease. Takes inventory of forest base, controls harvesting and audits utilization in these Crown forests. Advises private landowners on tree planting, tending of woodlots and marketing timber. Provides private landowners with direct forestry assistance under the Woodlands Improvement Act. Provides grants to municipalities for land acquisition, the lands to be managed by the Ministry. Develops and tests new methods and equipment related to silviculture. Holds field days for public on growing Christmas trees, maple syrup production and forest management. Through a cooperative arrangement with the Min. of Intergov't Affairs pays grants to reduce property tax on managed forests.

## REFRIGERATION

Refrigeration Plants, see CCR Pressure Vessels Safety Br. Refrigeration mechanic's certification see Coll Univ Industrial Training Br Trades.

## REFUSE

Refuse, see Waste

**REGIONAL GOVERNMENT**

Regional Government, see Intgov Aff Local Government Organization Br, also Municipalities.

**REGISTRAR GENERAL**

416-965-1687

CCR, OFFICE OF THE **REGISTRAR GENERAL** registers and records Ontario births, deaths, marriages and still-births. It also keeps adoption, divorces and name changes records. Statistics relating to births, deaths, marriages, divorce and still-births are compiled annually. Plastic, paper and certified photocopies of birth, death and marriage certificates are provided to those entitled on application and payment of \$3.00 each. For correction of errors in registrations, contact Amendments Section, 965-2260. Under the Marriage Act certificates of registration are issued to people authorized to perform marriages in Ontario. Contact Marriage Office, 965-2026. Contact Office of the **Registrar General** or local municipal office for advice on registration of births or deaths.

**REGISTRATION**

Registration, see subject being registered, e.g. Partnerships, Securities, Real Property, Itinerant Sellers.

**REGULATIONS**

Regulations, see Legislation.

**REHABILITATION**

COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION MAINTENANCE ALLOWANCES PROGRAM (Income Maintenance) is designed to provide financial assistance as a monthly income to disabled persons who are enrolled in a training program and are receiving services from the Vocational **Rehabilitation** Program (see Comm Soc Adult Serv Div Vocational Rehab). Contact area or local offices listed in the Appendix. In Metro Toronto contact the Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-965-2376

COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION (Social Services) aims to develop or restore the work capacity of the physically or mentally handicapped. Assesses handicapped person's abilities & limitations, counsels the person through the **rehabilitation** process, assists in gaining employment and provides restorative assistance (e.g. prosthetics) needed to restore useful physical functioning. Shares with municipalities work activity project costs (to enable handicapped to be self-sufficient). Provides capital & operating grants to rehabilitation workshops & operating grants & debt retirement (e.g., payment of mortgages) assistance to half-way houses & group homes for the physically & mentally handicapped & former inmates, etc. & for some centres for alcoholics & drug addicts. Contact regional, area & local offices (see Appendix). In Metro Toronto contact the Area Office, 965-9943 or Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

416-965-5006

COMM SOC, CAPITAL & ADMINISTRATIVE SERVICES BR provides technical expertise and consultative services to municipalities, Indian Band Councils and non-profit or charitable organizations that want to establish facilities for **rehabilitation**, residential and social services under various Acts administered by the ministry. Financial Section (965-9160)

controls, processes and records transfer payments to municipalities, Indian Band Councils and charitable organizations for the establishment and renovation of facilities and maintains statistics on these facilities. The branch is responsible for the ministry's fire safety program. Contact regional, area and local offices listed in the Appendix. The branch operates the ministry library (965-2300) and supplies the ministry with administrative services (see first entry under Administrative Services for a description of this function). Advises ministry program managers on control of direct operating expenditures.

416-965-2363

COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational **Rehabilitation** Services, Guaranteed Annual Income System or GAINS-A (income supplement for senior citizens) and GAINS-D (income supplement for the blind and disabled), Family Benefits (financial allowances for single mothers, the blind and disabled, permanently unemployable fathers, foster children, severely handicapped children).

416-750-3358

CORR SERV, PLANNING AND RESEARCH BR conducts corrections research to develop policy and long-range planning for programs in correctional institutions and the community. Evaluates effectiveness of ministry **rehabilitation** programs (i.e., those institutional and community programs undertaken through this ministry's Community Program Development and Institutional Program Support Services branches, each described in this Index under Corr Serv, Branch or Program Name). With research advisory committee, reviews all applications from outside investigators to obtain access to inmates, records and staff of correctional institutions. Also reviews requests for grants for corrections research.

416-423-4240

HEALTH, ONTARIO CANCER TREATMENT AND RESEARCH FOUNDATION conducts regional treatment centres where treatment of cancer by radiotherapy and chemotherapy is given to patients referred by their doctors. It is affiliated with and supports the Ontario Cancer Institute (incorporating the Princess Margaret Hospital in Toronto). **Rehabilitation** services are also provided for patients needing speech therapy or prosthetic devices. Grants are awarded for cancer research and medical graduates are encouraged to work on cancer treatment. Contact regional offices of the Ontario Cancer Treatment and Research Foundation.

416-965-9337

HEALTH, ONTARIO DRUG BENEFIT (ELIGIBILITY). Selected prescribed drugs are provided free to senior citizens (65 or older) who receive Old Age Security (OAS) or who have resided in Ontario for the past 12 months and are Canadian citizens or landed immigrants; to recipients of Family Benefits (FBA), General Welfare (GWA) and vocational **rehabilitation** assistance and Homes for Special Care and Extended Health Care benefits. The numbered Ontario Senior Citizens' Privilege Card entitles eligible patients to drug benefit. Federal OAS pensioners automatically get this card; those over 65 who are not OAS pensioners must apply. Forms available at most pharmacies or write: Ministry of Health, Drug Benefit, Box 21000, Station A, Toronto M5W 1Y5. FBA (includes the blind and disabled), GWA and other recipients are issued monthly cards. Drugs must be listed in the Drug Benefit Formulary (for quality and cost control), prescribed by a doctor or a dentist and obtained in Ontario.

416-965-8045

HEALTH, PROGRAM ADVISORY BR consultants who are experienced in their own fields of personal health care provide the ministry with expertise and advice on the entire health

care delivery system and increasingly in health care planning. New objectives are to seek lower cost alternatives to present aspects of the system. Consultants represent general and specialty physicians, veterinary medicine, physiotherapy, occupational therapy, speech pathology & audiology, nursing, social work, special projects. They serve on Branch Committees and Planning Teams and on various Task Forces to help formulate Ministry policy. The Branch manages these programs: Adult Community Mental Health, Alcohol & Drug Abuse, Long Term Care, Emergency Health Services, **Rehabilitation**, the Underserved Area Program (965-1170) (bursaries for physicians to practise in rural and isolated communities), Health Service Organizations (HSO) and Alternate Payments. See also other programs listed under Health Program Advisory Br, Program Name.

416-965-8851

**WORKMEN'S COMPENSATION BOARD (WCB)** administers the Workmen's Compensation Act. For employees disabled by work-related accidents or diseases the Act provides compensation (income), medical aid (payment of doctors' & hospital bills, etc.), **rehabilitation** services, awards for permanent disability & pensions for dependents of employees who die as a result of such accidents or diseases. Appeals on WCB decisions may be made under the Act. The Board is entirely financed by employer assessments, which also underwrite the safety education programs of nine accident-prevention associations. The Board's head office is at 2 Bloor St. East, Toronto; its Hospital & **Rehabilitation** Centre is in Downsview. The board has a library (965-8725), films (965-8722), two information offices in Toronto & area offices in 12 other Ontario cities (listed in the Appendix). The WCB reports to the Legislature through the Minister of Labour.

## REHABILITATION WORKSHOPS

A rehabilitation workshop is a place where any manufacture or handiwork is carried on and which is operated to provide useful and remunerative employment and work training or work assessment for vocationally handicapped persons under actual or simulated working conditions.

416-965-2376

**COMM SOC, ADULT SERV DIV, VOCATIONAL REHABILITATION** (Social Services) aims to develop or restore the work capacity of the physically or mentally handicapped. Assesses handicapped person's abilities & limitations, counsels the person through the rehabilitation process, assists in gaining employment and provides restorative assistance (e.g. prosthetics) needed to restore useful physical functioning. Shares with municipalities work activity project costs (to enable handicapped to be self-sufficient). Provides capital & operating grants to **rehabilitation workshops** & operating grants & debt retirement (e.g., payment of mortgages) assistance to half-way houses & group homes for the physically & mentally handicapped & former inmates, etc. & for some centres for alcoholics & drug addicts. Contact regional, area & local offices (see Appendix). In Metro Toronto contact the Area Office, 965-9943 or Local Offices: North West, 487-4392; North East, 752-6625; South East, 362-6111; South West, 763-3631.

## REMOTE SENSING

416-965-8411

**NAT RES SURVEYS & MAPPING BR REMOTE SENSING.** The Ontario Centre for **Remote Sensing** serves the provincial government by providing special-mission aerial photographs and interpreting air-borne and space-borne imagery. Provides **remote sensing** information to the public. See also other sections of this branch described individually.

416-248-3248

TR & COMM, SURVEYS AND PLANS OFFICE, Highway Engineering Div provides the ministry with: aerial and ground surveys relative to **remote sensing**, computer graphics, photogrammetric plans, cartographic maps, legal survey plans and documents. Maps are available to the public through ministry's Supply & Services Branch Map Unit (248-3476). Contact Operations regional or district offices listed in the Appendix.

## RENT REVIEW

416-964-7808

CCR, RENT REVIEW. Ontario's Residential premises **Rent Review Act** 1975 as amended limits the amount of rent a landlord may charge for a rental unit to 6% until December 31, 1979. Houses, apartments, townhouses, rooming houses, mobile home parks are covered. There are some exemptions such as public housing. The act came into effect December 18, 1975 and will remain in effect until November 30, 1979. **Rent Review Officers** in major centres in Ontario will review application forms (filed either by landlord or tenant) regarding rent increases. If decision of **Rent Review Officer** is disagreed with, an appeal may be made to the Residential Premises Rent Review Board. Contact **Rent Review Office** in municipality. For those living outside the toll-free dialing area, dial the Operator and ask for Zenith 9-6000.

416-964-3556

CCR, RESIDENTIAL PREMISES RENT REVIEW BOARD is an appeal tribunal which hears landlord and tenant appeals on decisions of the Ontario **Rent Review Program**.

## RENT SUPPLEMENT PROGRAM

Rent Supplement Program, see Housing Community Housing Rent Supplement.

## RENT-GEARED-TO-INCOME

HOUSING, COMMUNITY HOUSING, NON-PROFIT HOUSING CORPORATIONS. Various forms of assistance are available to provincially and municipally-owned non-profit housing corporations whose main purpose is to supply adequate low-rental and **rent-geared-to-income** accommodation for families and individuals. The Ministry of Housing is responsible for the project review, approval and inspection process. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs see Housing Community Housing, Program name. To apply for this type of housing contact local municipal offices to confirm if municipal non-profit housing corporations exist in the community.

HOUSING, COMMUNITY HOUSING, PRIVATE ASSISTED RENTAL PROGRAM. Under this program the Ontario Housing Corporation enters into agreements with private landlords. Landlord designs, constructs, owns and operates the housing project. Landlord makes available for a minimum of 15 years up to 100% of the units for rental to applicants from Ontario Housing Corporation waiting lists. Tenant pays **rent-geared-to-income**. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing Program name. To apply for **rent-geared-to-income** housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or housing authority (see Appendix for list).

HOUSING, COMMUNITY HOUSING, RENT SUPPLEMENT PROGRAM. Under this program the ministry enters into agreements with private landlords to provide eligible

tenants with rent-geared-to-income housing. Landlord offers up to 25% of units to house tenants from Ontario Housing Corporation (OHC) waiting lists. Tenant pays rent-geared-to-income; OHC pays subsidy to landlord. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing. Program name. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or housing authority (see Appendix for list).

HOUSING COMMUNITY HOUSING, RURAL HOUSING PROGRAM. In cooperation with Canada Mortgage & Housing Corporation (CMHC) the ministry assists in the provision of housing units for families in rural and remote areas. Where a need has been established, a limited number of rent-geared-to-income developments for senior citizens may be built in municipalities and unorganized communities with populations of less than 2,500. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing Program name.

HOUSING, COMMUNITY HOUSING, SENIOR CITIZEN & FAMILY. This Ministry is responsible for the project review, approval and inspection for various forms of assistance available to provincially and municipally-owned non-profit housing corporations whose main purpose is to supply adequate moderate rental housing for families, individuals and senior citizens. The Ministry also administers programs to allow Ontario Housing Corporation and municipal housing corporations to develop public housing to meet the needs of low-income families and senior citizens. Programs are administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing Program name. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or housing authority (see Appendix for list).

416-965-9724

HOUSING, OHC, COMMUNITY RELATIONS SECTION of the Operational Planning Branch acts as a resource to community relations workers in the field to assist with social problems as well as recreation for tenant families, senior citizens and persons with permanent disability in Ontario Housing Corporation (OHC) rent-geared-to-income housing. Also works to help residents integrate into the community.

416-965-9733

HOUSING, OHC, HOUSING OPERATIONS BR (Ontario) provides direction to 57 Housing Authorities and 5 Direct Management Operations (listed in the Appendix) in all matters relating to Ontario Housing Corporation's (OHC's) rent-geared-to-income program. Assisted rental housing, as the program has come to be known, is available in all major cities and most towns throughout Ontario. Tenant applications and complaints are made to the local housing manager. See also Housing Operations Branch (Metro). Tel. 965-9434.

416-965-9434

HOUSING, OHC, HOUSING OPERATIONS BR (METRO) provides direction to Metro Toronto district offices in all matters relating to Ontario Housing Corporation's (OHC's) rent-geared-to-income program. Tenant applications are made to Housing Registry (965-9915). Complaints should first be directed to on-site project manager. Tenant Inquiry Board (789-7901) operates a 24 hour maintenance service for after-hour maintenance problems. District offices are listed in the Appendix.

416-965-9098

**HOUSING, OHC, MAINTENANCE ENGINEERING** Br is responsible for the design and construction for modernization and improvement, and to advise on maintenance matters for Ontario Housing Corporation (OHC) **rent-geared-to-income** buildings.

416-965-9810

**HOUSING, OHC, OPERATIONAL PLANNING** BR performs policy development and program evaluation with respect to public housing management, including community relations and tenant placement. Also administers appointments to local Housing Authorities and coordinates preparation and revision of management and training manuals and handbooks. Tenant Placement Section (965-9865) coordinates placement of families, senior citizens and persons with permanent physical disability who have applied for **rent-geared-to-income** housing. Housing is offered to applicants in greatest need when vacancies occur. For information on the community relations function of this branch, see Housing OHC Community Relations. To apply for **rent-geared-to-income** housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or Housing Authority (see Appendix for list).

## REPORT OF PROVINCIAL PARLIAMENT

Report of Provincial Parliament, see Hansard.

## RESEARCH

Research, industrial research, product and process development, see Ontario Research Foundation. See also topic of research, e.g., Environmental Research.

## RESORTS

Resorts, see Tourist Facilities. Travel accommodation, see Ind & Tour Tourism Marketing Br Ontario Travel.

## RESOURCE RECOVERY

416-965-3007

**ENV, WASTE MANAGEMENT ADVISORY BOARD** advises the Minister of the Environment on matters related to the management of waste in Ontario including means of reducing the quantity produced, of assisting in the development of **resource recovery** from the waste stream, and of improving the aesthetic quality of the physical environment.

416-636-8015

**ENV, WASTE MANAGEMENT BR, WASTE UTILIZATION** Section. The Waste Management Br coordinates programs concerned with the disposal of waste on land. Waste Utilization Section develops and implements a comprehensive waste management program including new procedures for **resource recovery** and recycling, especially for energy conservation. Operates full scale experimental plant for technology research and market development. Provides grants for selected technology demonstration projects. Promotes source separation projects (recovery of waste newspaper, glass and cans from residential garbage) in selected municipalities. See also Env Waste Management Br Waste Systems Planning.

## RESPIRATORY DISEASES

416-965-2301

**HEALTH, PUBLIC HEALTH BR, CHEST DISEASE SERVICE** provides diagnostic services for tuberculosis and other **respiratory diseases** and ambulatory treatment for tubercu-

losis through district chest clinics. Conducts chest examination of miners. Also processes applications of prospective immigrants with chest disease.

416-965-3211

**LABOUR, OCCUPATIONAL HEALTH BR** provides a consulting service in occupational health to ministries and to industry. Occupational Health Medical Service (965-3610) provides consultation on medical & nursing services to those who provide in-plant health care facilities & a healthful working environment for employees. Occupational Health Engineering Serv. (965-4066) provides consultation to operating branches of the Occupational Health & Safety Division & to industry; visits plants & sites to identify & assess health hazards from exposure to chemical, physical & biological agents and to recommend control measures. Industrial Chest Disease Serv. (965-4075) deals with identification & prevention of **respiratory diseases** from occupational exposure to hazardous agents. Occupational Health Laboratory Serv. (965-7925) performs chemical analyses of biological specimens, air samples, industrial materials.

## RESTAURANTS

Restaurants, see Health Public Health Br Inspection.

## RESTRICTED FIREARMS

Restricted Firearms, see Sol Gen OPP Registrar Of Firearms.

## RETAIL BUSINESS

Retail Business closing, see Sol Gen Retail Business Holidays Act.

## RETAIL SALES TAX

416-965-5772

**REVENUE, RETAIL SALES TAX BR** administers the collection of **Retail Sales Tax** by Ontario vendors. This tax is paid to vendors by consumers at the time of purchase on most goods and some services (e.g. entertainment) consumed in Ontario. The branch operates district offices (listed in the Appendix) throughout Ontario which register vendors, issue vendors permits (Provincial Sales Tax licences) and provide information concerning exemptions and other aspects of the **Retail Sales Tax** including vendor information for those starting a business. District Offices also carry out periodic audits. Tax collected under the Race Tracks Tax Act is also administered by the branch. In Metro Toronto, call 487-7161.

## RETARDED

Retarded, see also Emotionally Disturbed.

416-362-1331

**ATT GEN, PUBLIC TRUSTEE** manages estates of mentally incompetent persons (mainly those in psychiatric hospitals and facilities for the **retarded**) May be appointed Administrator of estates of Ontarians who die intestate without adult next-of-kin in Ontario and may manage such an estate as would a private trustee. May also be appointed Executor under a will. The Public Trustee is authorized to accept private trusts, Powers of Attorney, etc. Advises charitable organizations of legacies from wills and reviews operations of charities. Receives in trust assets of corporations undergoing dissolution. Authorized to receive funds in trust for perpetual care of cemeteries.

416-965-8455

**COMM SOC, ADULT SERV DIV, MENTAL RETARDATION COMMUNITY SERVICES**, (Social Services) provides financial assistance & program support for

community-based programs designed to meet the needs of mentally **retarded** adults in the areas of accommodation, employment and training, adult protective services (to enable mentally **retarded** adults to become self-sufficient in a community setting) & special support projects. Some services are directly administered by local organizations, particularly local associations for the mentally **retarded**. Also supports prevention and community awareness programs by public education. A Mental Retardation Coordinator works in each area office serving as link between the Province & community groups in identifying & planning services for mentally **retarded** adults. Contact regional & area offices listed in the Appendix. In Metro Toronto call the Area Office, 965-9943.

416-965-6231

COMM SOC, MENTAL RETARDATION FACILITY SERVICES DIVISION directly operates 17 provincial facilities (Schedule I) and funds 10 facilities (Schedule II) operated by Community Boards of Directors for mentally **retarded** and multiply handicapped children and adults. Issues licences to approved homes which operate under the supervision of above government facilities. Four Regional Administrators manage and direct a comprehensive system of facilities services in a specific region as well as representing this Division in regional discussions about planning, development and implementation of provincial policies and programs. The Mental Retardation Consulting Services Br (965-6237) provides administrative, professional and service-oriented consulting services to Schedule I & II facilities; ensures provision of diagnostic and assessment services for the mentally **retarded** in board-operated Diagnostic & Assessment Centres. Contact Regional Administrators and Schedule I facilities listed in the Appendix.

416-965-2663

EDUC, SPECIAL EDUCATION BR advises Minister on program policy regarding the education of exceptional students in elementary and secondary schools and schools for trainable **retarded**; provides liaison with professional and parent groups and government agencies regarding programs for exceptional students. Provides counselling, resources and guidelines to school boards for special education programs operated by local school systems, and to faculties of education which offer courses in special education. Operates residential school programs in schools for the blind and deaf; in developmental centre schools for the **retarded**, developmentally handicapped or emotionally disturbed; in training centres for juveniles and for children with severe learning disabilities. Operates a teacher education centre in Belleville for teachers of the deaf. These residential schools also serve as resource centres for local school boards establishing local day school programs for exceptional students (965-9222).

416-965-5081

HEALTH, HOMES FOR SPECIAL CARE PROGRAM, Psychiatric Hospitals Branch, issues licences to and inspects Homes for Special Care which provide nursing home and residential home care for former patients of Ontario psychiatric hospitals and centres for the mentally **retarded**. Contact local psychiatric hospital.

## RETIREMENT

416-965-5103

COMM SOC, ADULT SERV DIV, SENIOR CITIZENS SERVICES (Social Services) aims to support programs to involve senior citizens in community & social services. In cooperation with municipalities and charitable organizations develops policy on and subsidizes Homes for the Aged, residential and extended care and social services for senior citizens. Subsidy is in the form of capital and operating grants. Assists in community outreach programs and alternatives to institutional care projects, e.g., meals-on-wheels, day care, vacation care &

Senior Volunteers. Provides capital & operating grants for Elderly Persons Centres and grants for research on aging & related facilities, e.g., Crane Memorial Library of Geriatrics & Gerontology (367-8867). Is involved with **retirement** planning. Contact regional, area & local offices listed in the Appendix. In Metro Toronto contact the Area Office, 965-9943.

416-965-6763

CULT & REC, RESOURCE CENTRE and Library under the Communications Br maintains an up-to-date collection of books, pamphlets, films, video-tapes and teaching materials which are made available to all Ministry staff and any community organization involved in cultural or recreational programs. These materials cover various subjects such as community development, multiculturalism, informal education, language training, recreation, leisure, **retirement** planning, human relations, prejudice, theatre, arts and crafts, native peoples, disabilities, librarianship, volunteerism. Staff can assist in searching materials. Contact Resource Centre in Toronto; other areas contact field offices listed in the Appendix.

416-226-2700

EDUC, TEACHERS SUPERANNUATION COMMISSION provides pensions for teachers upon **retirement** or early retirement because of physical or mental disability. Also provides income to widowed spouse or orphans of deceased teachers.

416-598-0413

ROYAL COMMISSION ON THE STATUS OF PENSIONS was established in April, 1977 to study private sector pensions and **retirement** arrangements and to examine the Canada Pension Plan and public employee pension plans. Write to the Commission at 180 Dundas St. W., 22nd Floor, Toronto M5G 1Z8.

## RETRAINING

Retraining, see Coll Univ Industrial Training Br. See also Rehabilitation.

## RETURNING OFFICERS

Returning Officers, see Legislative Assembly Ontario Election Office.

## REVENUE

Revenue, Ministry of, see REVENUE Branch Name

## REVENUE ADMINISTRATIVE & FINANCIAL SERVICES BR

416-965-2907

REVENUE, ADMINISTRATIVE & FINANCIAL SERVICES BR. Administration Section (965-2907) provides the ministry with administrative services. For a description of functions see first entry under Administrative Services. Finance Section (965-1706) performs the financial management and accounting functions. For a description of activities see first entry under Accounting.

## REVENUE ASSESSMENT FIELD OPERATIONS BR

416-965-1681

REVENUE, ASSESSMENT FIELD OPERATIONS BR, through regional offices throughout Ontario (listed in the Appendix) implements the real property assessment program and undertakes the annual enumeration program for municipalities, which produces municipal voters lists, lists of persons who can be called for jury duty, identification of supporters for schools and census data. The branch is also responsible for assessments prepared for the Provincial Land Tax. The branch serves municipal governments, other Ontario ministries which use data as basis for distribution of municipal grants, and other

programs. Inquiries re property taxation, tax certificates, municipal voters lists, school support and municipal population should be referred to the Clerk or Treasurer of the appropriate municipality.

**REVENUE ASSESSMENT STANDARDS BR**

416-965-5189

REVENUE, ASSESSMENT STANDARDS BR. The Ministry of Revenue, under the Assessment Act, assesses the value of real property in Ontario, which assessment local governments use as basis for property taxation. The Assessment Standards Branch develops, maintains and implements valuation methods; standardizes valuation procedures; provides training of assessment personnel (965-3905) and conducts related technical research (965-3305).

**REVENUE AUDIT SERVICES BRANCH**

416-965-5275

REVENUE, AUDIT SERVICES BR is responsible for the Ministry's audit function. For a description of the function, see the first entry under Audit.

**REVENUE COMMUNICATIONS GROUP**

416-965-2099

REVENUE, COMMUNICATIONS GROUP provides information service concerning programs and policies to the media, the public and internal branches. For description of information services function, see first entry under Information Service. Participates in development of Ministry bilingual programs. Maintains a newspaper clipping service and library (965-3892) covering aspects of tax, property assessment, public finance, legislation and government and business administration.

**REVENUE CORPORATIONS TAX BR**

416-965-1160

REVENUE, CORPORATIONS TAX BR administers the Corporations Tax Act and the Railway Fire Charge Act. The branch deals with corporations tax, i.e., corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital), clearances of liens on sale of real property (when lien has been placed on corporation property in respect of unpaid tax, penalties or interest), consents to revive or surrender charters or to dissolve a corporation voluntarily and special tax on insurance companies based on taxable insurance premiums. Answers questions on corporations tax credits on investment in new issues of Small Business Development Corporations (SBDC) equity shares under the new SBDC Act (965-4040). For information on Land Transfer Tax, call 965-1774.

**REVENUE FINANCE & PRIORITIES PLANNING**

416-965-9243

REVENUE, FINANCE & PRIORITIES PLANNING GROUP is responsible for developing the Ministry financial and resource plan (ZBB). Prepares and coordinates the Ministry Estimates through all stages. Develops and administers the Ministry operational performance and control (MBR). Maintains the Ministry resource utilisation and control system and reallocates resources as necessary. Acts as the Ministry liaison point with central agencies especially Management Board. Assists the Deputy Minister and other senior management by providing management information and support.

**REVENUE GASOLINE TAX BR**

416-965-6352

REVENUE, GASOLINE TAX BR administers and collects tax on the sale of fuels taxed under the Gasoline Tax Act (gasoline, aviation fuel, propane), the Motor Vehicle Fuel Tax Act (diesel fuel) and the Tobacco Tax Act (cigarettes, tobacco, cigars). Provides refunds of these taxes when applicable and appoints or registers collectors, usually wholesalers or distributors, vendors of heating fuels and taxable diesel fuel users.

**REVENUE GUARANTEED ANNUAL INCOME SYSTEM**

416-965-8470

REVENUE, GUARANTEED ANNUAL INCOME SYSTEM (GAINS-A) Program was introduced in July, 1974 to provide a basic income for qualifying residents age 65 and over. A multilingual information service on the GAINS-A program for senior citizens can be reached by calling 965-8470 in Metro Toronto. Outside Metro Toronto dial direct (toll-free) 1-800-268-7121 except residents in area code 807 who should ask Operator for Zenith 8-2000 (toll-free).

**REVENUE LEGAL SERVICES BR**

416-965-1264

REVENUE, LEGAL SERVICES BR provides legal services for the Ministry of Revenue. For a description of branch activities, see first entry under Legal Services.

**REVENUE MANAGEMENT SYSTEMS BR**

416-965-5891

REVENUE, MANAGEMENT SYSTEMS BR is responsible for planning and coordinating systems development and management consulting services to the Ministry. Provides skilled personnel for project teams with other branches and access to facilities which meet the needs of the user branch. Ensures adherence to appropriate technical standards including proper documentation, security arrangements for ministry systems and computer programs.

**REVENUE ONTARIO TAX CREDIT SYSTEM**

416-965-8470

REVENUE, ONTARIO TAX CREDIT SYSTEM Information Centre provides multilingual information service and assistance to Ontario residents in completing their Ontario Tax Credit form and claiming their property, sales, pensioner and political contributions tax credits when filing their federal personal income tax forms. The first three credits are available regardless of income tax payable; the last only to those who donated to Ontario registered parties, candidates & constituency associations. Residents outside Metro Toronto (except those in area code 807) may call the Centre toll-free by dialing direct 1-800-268-7121. Residents in area code 807 call toll-free by asking Operator for Zenith 8-2000. In Metro Toronto call 965-8470. General inquiries re Federal Tax should be referred to district offices of the Federal Department of National Revenue; in Toronto call 869-1500.

**REVENUE OSHAWA RELOCATION UNIT**

416-965-8169

REVENUE, OSHAWA RELOCATION UNIT is responsible for planning, coordinating and implementing Operation Oshawa, the plan for the relocation of the Ministry's head office functions to Oshawa.

**REVENUE PERSONNEL SERVICES BR**

416-965-1788

REVENUE, PERSONNEL SERVICES BR performs the personnel functions including training and development activities and the Affirmative Action Program for the Ministry of Revenue. For a description of branch activities, see first entry under Personnel.

**REVENUE PROV OF ONTARIO SAVINGS OFFICE**

416-965-1791

REVENUE, PROV OF ONTARIO SAVINGS OFFICE provides general savings bank services to the public in 21 branches throughout the province. The Province of Ontario Savings Office deposits funds in excess of day-to-day requirements with the Consolidated Revenue Fund.

**REVENUE RETAIL SALES TAX BR**

416-965-5772

REVENUE, RETAIL SALES TAX BR administers the collection of Retail Sales Tax by Ontario vendors. This tax is paid to vendors by consumers at the time of purchase on most goods and some services (e.g. entertainment) consumed in Ontario. The branch operates district offices (listed in the Appendix) throughout Ontario which register vendors, issue vendors permits (Provincial Sales Tax licences) and provide information concerning exemptions and other aspects of the Retail Sales Tax including vendor information for those starting a business. District Offices also carry out periodic audits. Tax collected under the Race Tracks Tax Act is also administered by the branch. In Metro Toronto, call 487-7161.

**REVENUE REVENUE RESEARCH BR**

416-965-2923

REVENUE, REVENUE RESEARCH BR prepares, for ministry use only, management information and statistics on tax administration. Undertakes special studies on tax research matters, Revenue Division planning, legislation control.

**REVENUE SHARING COMMITMENT**

Revenue Sharing Commitment, see Treas Econ Intergovernmental Finance & Grants.

**REVENUE SMALL BUSINESS DEVELOPMENT PROGRAM**

416-965-8470

REVENUE, SMALL BUSINESS DEVELOPMENT PROGRAM. When proclaimed the Small Business Development Corporations Act (SBDC), 1979 will allow Ontario residents to establish SBDCs to direct investment funds and provide managerial assistance to qualifying small businesses. Ontario resident investors in new equity shares of SBDC shares will receive a grant. Corporations who invest in new issues of SBDC equity shares will receive a credit against the Ontario corporate income tax. Grants or credit will equal 30% of amount paid for the shares. For further information call 965-8470 in Metro Toronto. Outside Metro Toronto dial direct (toll-free) 1-800-268-7121 except residents in area code 807 who should ask Operator for Zenith 8-2000 (toll-free).

**REVENUE SPECIAL INVESTIGATIONS BR**

416-965-7767

REVENUE, SPECIAL INVESTIGATIONS BR investigates cases of deliberate tax evasion and prosecutes such cases as warranted. Also deals with voluntary disclosure of tax irregularities.

**REVENUE SUCCESSION DUTY & LAND TAX BR**

416-965-1700

REVENUE, SUCCESSION DUTY & LAND TAX BR administers the following Acts: Succession Duty, Gift Tax, Land Speculation Tax, Land Transfer Tax and Provincial Land Tax. Although the Land Speculation Tax Act was repealed in October, 1978 and the Succession Duty and Gift Tax Acts were repealed in April, 1979, the branch continues to collect tax that arose before the repeal dates. Land Transfer Tax (965-1774) is a tax on individuals or corporations registering land or an interest in land in Ontario. Land Transfer Tax is two-fifths of 1 per cent on the first \$45,000 and four-fifths of 1 per cent on the rest. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.). Land Transfer Tax is paid to the Land Registrar before a conveyance is registered. Provincial Land Tax is collected from land owners in unorganized territories in Ontario.

**REVIEW BOARDS**

Review Boards (health), see Health Health Boards Secretariat

**RIDEAU CANAL**

Rideau Canal, see Nat Res Can-Ont Rideau-Trent-Severn Secretariat

**RIDING**

Riding, see Electoral Districts.

**RIDING ASSOCIATIONS**

Riding Associations, see Commission on Election Contributions & Expenses.

**RIDING OFFICES**

Riding Offices, see Constituency Offices.

**RIGHTS-OF-WAY**

416-248-3665

TR & COMM, MAINTENANCE BR, Maintenance Operations Office (248-3665) develops and implements standards for maintenance of roads & highways. Prepares and controls annual maintenance budget. Maintenance Services Office (248-3206) manages maintenance services on roads, highways and **rights-of-way** (e.g., snowplowing & salt application, landscape design, tree planting and removal, weed control, zone striping, erection and maintenance of highway signs & electrical installations). With Engineering Research & Development Br conducts a project to study various winter maintenance activities, e.g. salt use. Maintenance services are conducted by Operations Regional & District offices (listed in the Appendix). See also other entries under Tr & Comm Maintenance Br Office Name.

416-248-3235

TR & COMM, MAINTENANCE BR, SIGNS & BUILDING PERMITS Section prepares policy and issues permits for advertising signs and buildings on roads and highways **rights-of-way**. Permits are issued by Operations Regional and District offices (see list in the Appendix). See also other entries under Tr & Comm Maintenance Br for other branch functions.

**RIVER BASINS**

River Basins, see Env Water Resources Br Planning.

**RIVERS**

Rivers, see Lakes

## **ROAD CLOSING**

Road Closing applications, see Housing Operations & Development Control Br.

## **ROADS**

Roads, see Highways. Municipal roads, see Tr & Comm Mun-Prov Transportation Br Municipal.

## **ROCK**

Rock (assays of samples), see Nat Res Ontario Geological Survey. See also Minerals.

## **ROYAL BOTANICAL GARDENS**

416-527-1158

CULT & REC, **ROYAL BOTANICAL GARDENS** (RBG) in Hamilton consists of 2000 acres of developed gardens and natural areas, 27 miles of interpretive nature trails. Educational programs range from courses on horticulture and botany, design with plant material, to credit courses at universities. The RBG also offers the public extensive horticultural information on ornamental, native and poisonous plants, edible and poisonous mushrooms, and information on birds. Tours can be arranged. Participates in Outreach Ontario and Festival Ontario.

## **ROYAL COMMISSION ON ELECTRIC POWER PLANNING**

416-965-2111

**ROYAL COMMISSION ON ELECTRIC POWER PLANNING** was established in 1975 to inquire into the long-range planning of Ontario's electric power system. It examined the long-range planning concepts of Ontario Hydro and related them to the broad range of provincial planning, the use of electrical energy and to environmental, energy and socio-economic factors. Conclusions on nuclear power are included in the Commission's Sept. 1978 interim report. Its final report is due in Oct. 1979. Operates a Library and Information Centre. To obtain materials and submissions from previous hearings, contact the Royal Commission office at 14 Carlton Street, 7th Floor, Toronto, M5B 1K5. Reports to the Legislature through the Provincial Secretary for Resources Development.

## **ROYAL COMMISSION ON FOOD INDUSTRY DISCOUNTS**

416-598-0179

**ROYAL COMMISSION ON DISCOUNTING & ALLOWANCES IN THE FOOD INDUSTRY IN ONTARIO** was established in August, 1978 to inquire into and make recommendations with respect to discounts, allowances, rebates and any other forms of payment made by food producers or importers to retail stores, and the effects, if any, of such practices on prices paid to the farmer on agricultural food items and on prices paid by the consumer on food or grocery food products. Write to the Commission at 180 Dundas St. W., Toronto M5G 1Z8.

## **ROYAL COMMISSION ON HEALTH RECORDS**

416-965-4003

**ROYAL COMMISSION ON CONFIDENTIALITY OF HEALTH RECORDS** in Ontario was established in December, 1977 to review health and related legislation and regulations, and administrative processes under such legislation, to determine whether proper protection is given to the rights of persons who have received or who may receive health services, and to preserve the confidentiality of information collected under such legislation. Write to the Commission at 180 Dundas St. W., 20th Floor, Toronto M5G 1Z8.

**ROYAL COMMISSION ON THE NORTHERN ENVIRONMENT**

416-965-9286

ROYAL COMMISSION ON THE NORTHERN ENVIRONMENT was established in July, 1977 to determine the effects of major enterprises north of the 50th parallel on the natural environment and social, economic and cultural conditions in Northern Ontario; to investigate the feasibility of alternative uses of natural resources; to suggest ways and means of assessing and deciding on environmental aspects of major enterprises. Write to the Commission at 55 Bloor St. W., Rm. 801, Toronto M4W 1A5.

**ROYAL COMMISSION ON THE STATUS OF PENSIONS**

416-598-0413

ROYAL COMMISSION ON THE STATUS OF PENSIONS was established in April, 1977 to study private sector pensions and retirement arrangements and to examine the Canada Pension Plan and public employee pension plans. Write to the Commission at 180 Dundas St. W., 22nd Floor, Toronto M5G 1Z8.

**ROYAL ONTARIO MUSEUM**

Royal Ontario Museum, see also Cult & Rec Festival Ontario.

416-978-3690

CULT & REC, ROYAL ONTARIO MUSEUM, incorporating the Canadiana collections (978-6738) at 14 Queen's Park Crescent West and the McLaughlin Planetarium (978-8558), is the largest of Canada's public museums and a major research institution with excellent collections in 20 departments. These include the arts, archaeology (e.g. Chinese, Egyptian) and the sciences (e.g. Mammalogy, Mineralogy, Entomology, Ornithology, Vertebrate Palaeontology). The departments identify objects related to their fields such as birds, insects, works of art, artifacts, etc. for information only, not for financial ends (write or call for appointment). The ROM offers tours, a Discovery Room (inviting public participation when viewing exhibits), travelling exhibitions, museumobiles, a Speakers Bureau, lectures and art instruction, showings of films, clubs for senior citizens and children. The ROM is at 100 Queen's Park Cres., Toronto.

**RURAL HOUSING PROGRAM**

Rural Housing Program, see Housing Community Housing Rural.

**SAFETY**

Safety, see also Safety Standard Certificates. Safety hazards in the workplace, see Ministry of Labour entries listed below.

416-965-5881

CCR, BUILDING CODE BR is developing a fire code and administers a building code for Ontario to ensure **safety** and minimize building, health and fire hazards. Advises municipalities on matters pertaining to building by-laws, which are a local, not provincial, responsibility. Is responsible for the Ontario Plumbing Code which is at present Reg. 647 of the Ontario Water Resources Act.

416-965-4111

CCR, ELEVATING DEVICES BR inspects and licenses elevating devices including elevators, escalators, dumbwaiters, moving walks, platform lifts and ski lifts to ensure **safety**. Reviews and approves designs of new installations and major alterations. Investigates accidents and complaints of unsafe conditions or improper use of elevating devices. Registers contractors involved in maintenance and monitors their performance.

416-965-7627

CCR, FUELS SAFETY BR which administers the Ontario Energy Act, strives to prevent loss of life, bodily injury and property damage by controlling **safety** hazards which can arise from the transmission, distribution and utilization of fuels such as natural gas, oil and propane, and the transport, storage and handling of gasoline. Issues certificates and licences (including contractors' licences for heating and air conditioning) and audits such operations.

CCR, PRESSURE VESSELS SAFETY BR strives to minimize the loss of life and property arising from the operation of boilers and pressure vessels. Under the Boilers & Pressure Vessels Act (965-4121) and the Operating Engineers Act (965-4188), the branch ensures **safety** by reviewing boiler and pressure vessel designs and welding procedures, doing inspections during fabrication and installation, and periodically thereafter if vessel is uninsured. Inspects major repairs to all boilers and pressure vessels. Qualifies and issues licences to welders. Registers and classifies steam, refrigeration and compression plants and issues licences to their operators and operating engineers. Issues licences to hoisting engineers (crane operators). Investigates related accidents. Contact Queen's Park or regional offices listed in the Appendix.

416-965-2127

CCR, UPHOLSTERED AND STUFFED ARTICLES BR ensures **safety** by registering renovators and manufacturers of upholstered and stuffed articles; inspecting premises of registrants as well as retailers of these articles. Investigates consumer complaints about stuffed furniture, mattresses, pillows, clothing materials, toys, etc. and tests filling material submitted to the branch. Contact Queen's Park or regional offices listed in the Appendix.

416-965-6741

GOVT SERV, PROPERTY MANAGEMENT BR, through regional and field area offices (see list in the Appendix) provides operation and maintenance services to Government-owned and leased premises including repairs, housekeeping, horticultural services, moving and bulk parking allocation, elevator maintenance. Ensures **safety** in government buildings and on construction sites; coordinates displays by various ministries in exhibitions at the London, Ottawa and Thunder Bay government buildings; coordinates tenders and administers catering contracts for cafeterias and vending machines in government offices, court houses and registry offices. It is also responsible for the reservation and use of committee rooms in the Macdonald Block (Phone: 965-1109).

416-965-4061

HEALTH, INSPECTION BR X-RAY INSPECTION Service administers the regulation respecting X-Ray **safety** by registering owners of equipment designed to produce X-Rays used in the practice of medicine, approving plans for permanent locations and inspecting them. Provisions of this regulation apply only to the healing arts.

416-965-2448

LABOUR, ADVISORY COUNCIL ON OCCUPATIONAL HEALTH & OCCUPATIONAL SAFETY advises the Minister of Labour on matters involving occupational health and occupational **safety**. Provides liaison between the Ministry and special interest groups wishing to draw government attention to particular concerns in this field.

416-965-7161

LABOUR, CONSTRUCTION HEALTH & SAFETY BR is concerned with protecting the occupational health and **safety** of employees in the construction industry, including work on buildings, streets, sewers, water mains, underground work, and work under compressed air. The Branch periodically inspects construction sites, investigates refusals to work under

unsafe conditions, and investigates fatalities and serious accidents. Provides consultative services to all involved in the construction industry, e.g. labour, management, contractors, designers. **Safety** publications are available. Contact Queen's Park or district offices listed in the Appendix. See also Labour Mining Health & Safety Br, Labour Industrial Health & Safety Br.

416-224-1606

**LABOUR, INDUSTRIAL HEALTH & SAFETY BR** is concerned with protecting the occupational health and **safety** of employees in industry including the logging industry. (For the construction and mining industries, see Labour Construction Health & Safety Br and Labour Mining Health & Safety Br). This branch encourages employers and employees to assume primary responsibility for occupational health and **safety** programs by establishing Internal Responsibility Systems and consulting with them so problems are recognized and ongoing safety programs are established. Periodically inspects industrial establishments and logging sites; investigates refusals to work under unsafe conditions; investigates fatalities and serious accidents. Reviews plans for new buildings and alterations to existing ones to check occupational health and **safety** hazards. Head Office at 400 University Ave., 9th floor (965-4125) is responsible for overall program implementation. For inquiries contact district offices listed in the Appendix (In Metro Toronto, 224-1606).

416-965-1328

**LABOUR, MINING HEALTH & SAFETY BR** is responsible for the administration of the Mining Act and the succeeding legislation for mines, open pits, industrial quarries, metallurgical operations, and for sand, clay, shale and gravel pits to reduce hazards to **safety** and occupational health in the workplace. Periodically inspects these establishments; conducts air samples to ensure a safe working environment. Investigates refusals to work under unsafe conditions. Investigates fatalities and serious accidents. Consults with labour and management to increase their involvement in identifying and solving occupational health and **safety** hazards. Reviews and provides advice on pre-development plans of mining and metallurgical operations to check electrical, mechanical and occupational health and **safety** hazards before construction. Tests hoist cables and trains mine rescue personnel. Contact Queen's Park or district offices listed in the Appendix. See also Labour Construction Health & Safety Br, Labour Industrial Health & Safety Br.

416-965-6101

**LABOUR, RESEARCH BR** provides information on wages, labour relations, occupational health and **safety**, collective bargaining, working conditions, quality of working life, human rights, employment and unemployment trends, labour market conditions and manpower, occupational data on women in the Ontario Public Service and on women in management. Provides internal policy analysis. Collects, analyzes and maintains a library on Ontario Collective Bargaining Agreements (965-6886). Maintains a library containing other labour related material (965-1641).

**LABOUR, SPECIAL STUDIES & SERVICES BR.** Health Studies Service (965-6375) conducts occupational health studies and provides consultative services on the effects of occupational and environmental exposure to chemical or other hazardous agents on human health. Safety Studies Service (965-6111) conducts studies in occupational **safety** and maintains contact with organizations involved in accident prevention. Radiation Protection Service (965-8178) directs a program to protect employees and the public from harmful effects of radiation including industrial X-Rays, radioactive materials, microwaves, lasers. Radiation Protection Laboratory (965-2201) analyzes radioactive materials. Develops monitoring techniques and equipment for identification of radioactive sources. The Branch

also deals with contingencies related to nuclear power generating stations and heavy water plants.

416-965-8710

**LABOUR, STANDARDS & PROGRAMS BR** identifies need for occupational health and **safety** programs; supports their development, implementation and evaluation. The branch has four groups. Program Analysis & Evaluation (965-8710) coordinates identification of short and long-term goals, definition of objectives, program planning and evaluation. Maintains occupational health and **safety** data, i.e. illnesses and injuries. Hazard Identification & Programming (965-8710) coordinates identification and assessment of hazardous agents in the workplace. Coordinates preparation of data sheets, guidelines and regulations. Industry Sector Programming (965-8510) identifies occupational health and **safety** priorities by industry sector and coordinates development of hazards control programs by sector (e.g., construction industry, logging industry, mining). Coordinates development of training programs for Occupational Health and Safety Division staff. See also Labour Standards & Programs Br Advisory Services for functions of the branch's fourth group.

416-965-8710

**LABOUR, STANDARDS & PROGRAMS BR ADVISORY SERVICES** provides an information service on occupational health and **safety** matters and publishes related material to assist with control of hazards in the workplace. Provides administrative support to Provincial Lottery Awards Committees which make available grants for occupational health and **safety** applied research and manpower training and development programs. For information on these grants write to this Branch and Ministry, 400 University Ave., Toronto M7A 1T7. See also Labour Standards & Programs Br for information on other activities of this branch.

416-592-5111

**ONTARIO HYDRO** supplies energy (electrical energy) to the people of Ontario indirectly through 334 associated municipal utilities, and directly to more than 775,000 rural customers. The Ontario Hydro Electrical Inspection Program (Tel. 592-3721) provides technical guidance to consultants, contractors, architects, manufacturers and customers on problems concerning installation of electrical equipment and adherence to the Electrical **Safety** Code Book. Its Rural Electrical Service and Billing Inquiry Program (Tel. 592-3731) answers inquiries on service policy and practices from rural clientele. Operates a nuclear Communications Centre in Pickering (839-0465) to provide educational information to the public on nuclear power. Ontario Hydro reports to the Legislature through the Minister of Energy. Ontario Hydro regional offices are listed in the Appendix.

416-965-4858

**SOL GEN, FIRE MARSHAL'S OFFICE.** Fire Advisory Services (965-4858) assists municipalities in establishing municipal fire departments, e.g., conducts staff training & technology courses. Develops fire prevention by-laws, prepares equipment specifications. Conducts municipal fire protection surveys & fire department promotional examinations. Technical & Consulting Services (965-4858) advises ministries and agencies and participates in fire codes and advisory committees. Approves results of product tests for fire **safety**. Approves plans for government buildings including institutions and inspects hotels not already licensed and inspected by the Liquor Licence Board. Issues licences to lightning rod installers and agents; inspects these installations. Advisory services are conducted from Toronto and district offices (listed in the Appendix). See also other entries under Sol Gen Fire Marshal's Office.

416-965-4871

SOL GEN, FIRE MARSHAL'S OFFICE, PUBLIC INFORMATION SECTION provides information service on fire prevention and public **safety**. Releases articles and information to the news media. Supplies municipal fire departments with technical, legal and educational publications for public distribution. Publishes fire loss statistics. Provides films and audio-visual materials. See also other entries under Sol Gen Fire Marshal's Office.

416-965-4474

SOL GEN, OPP, COMMUNITY SERVICES BR administers **safety** and crime prevention programs and a police complaints bureau. Provides public relations and information service for the Ontario Provincial Police force. Complaints Bureau (965-0282) handles police complaints concerning the OPP. To contact closest OPP detachment in case of an emergency, outside Metro Toronto call Operator and ask for Zenith 50,000.

416-248-3548

TR & COMM, PROGRAM DEVELOPMENT BR determines regulatory program needs of drivers and private and commercial vehicles by conducting an annual evaluation of their performance. Develops new programs and strategies to meet Ontario's social, economic, environmental and technological needs. Establishes standards for drivers and vehicles. Negotiates licence-plate reciprocity agreements (commercial vehicles) with the United States and other Canadian jurisdictions and provides information and liaison on matters relating to government policies concerning the highway carrier industries. Manages the vehicle equipment approval program and investigates accidents in which condition of vehicles may have been contributory factor. Develops and modifies procedures for **safety** standards enforcement. Prepares drafts for proposed legislation and regulations.

416-248-3501

TR & COMM, PUBLIC & SAFETY INFORMATION BR originates & coordinates programs and projects stressing **safety** in the operation of cars and commercial vehicles, motorcycles, mopeds, bicycles and snowmobiles and school bus operations. Provides information service for the ministry (see first entry under Information Service for a description of this function). Originates and supplies school **safety** materials and seat belt posters and information and provides related **safety** films. Provides road bulletins and telephone road reporting service for the public and the media on condition of roads and highways in Ontario. For this service in Metro Toronto, contact 248-3561. Elsewhere in Ontario contact TR & Comm Operations regional or district offices listed in the Appendix.

416-248-7141

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Commercial Vehicles Operations & Safety Program studies: stability of vehicles, braking and handling including effects of mechanical and structural condition as related to operational performance and **safety**, impact of new vehicle standards and provincial highway regulations on **safety**, driver characteristics and commercial vehicles accidents data and statistics.

416-248-7191

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Drivers & Vehicles Research Program improves **safety** and operational efficiency of road transportation by studying driver, vehicle and roadway operating characteristics, i.e., effectiveness of seat belt legislation and lowered speed limits, drinking and driving, driver education. Improves public transit service acceptability by studying rider attitudes, preferences and behaviour concerning conventional modes of transportation. Studies social impact of ministry undertakings through citizen involvement procedures. This includes effect of noise, impact of constructing new roads and highways and effect of energy future.

416-248-7163

**TR & COMM, VEHICLE INSPECTIONS**, Licensing & Control Branch administers programs designed to reduce death, injury and property damage caused by defective vehicles. Inspection mechanics under licences of appointed inspection stations are permitted to issue safety standard certificates confirming mechanical fitness of vehicles. Roadside inspection sites throughout Ontario and at commercial vehicle operators' terminals inspect **safety** related vehicle components or systems on heavy commercial motor vehicles. Permanent inspection lanes at Downsview (248-3409) and portable inspection lanes travelling throughout the province during the summer months identify light vehicles (cars and light trucks) having defects affecting **safety** of operation. School bus **safety** inspections are conducted semi-annually. Contact regional or district offices listed in the Appendix. In Metro Toronto call Central Region, 248-7163.

416-965-8851

**WORKMEN'S COMPENSATION BOARD (WCB)** administers the Workmen's Compensation Act. For employees disabled by work-related accidents or diseases the Act provides compensation (income), medical aid (payment of doctors' & hospital bills, etc.), rehabilitation services, awards for permanent disability & pensions for dependents of employees who die as a result of such accidents or diseases. Appeals on WCB decisions may be made under the Act. The Board is entirely financed by employer assessments, which also underwrite the **safety** education programs of nine accident-prevention associations. The Board's head office is at 2 Bloor St. East, Toronto; its Hospital & Rehabilitation Centre is in Downsview. The board has a library (965-8725), films (965-8722), two information offices in Toronto & area offices in 12 other Ontario cities (listed in the Appendix). The WCB reports to the Legislature through the Minister of Labour.

## **SAFETY STANDARD CERTIFICATES**

416-248-7163

**TR & COMM, VEHICLE INSPECTIONS**, Licensing & Control Branch administers programs designed to reduce death, injury and property damage caused by defective vehicles. Inspection mechanics under licences of appointed inspection stations are permitted to issue **safety standard certificates** confirming mechanical fitness of vehicles. Roadside inspection sites throughout Ontario and at commercial vehicle operators' terminals inspect safety related vehicle components or systems on heavy commercial motor vehicles. Permanent inspection lanes at Downsview (248-3409) and portable inspection lanes travelling throughout the province during the summer months identify light vehicles (cars and light trucks) having defects affecting safety of operation. School bus safety inspections are conducted semi-annually. Contact regional or district offices listed in the Appendix. In Metro Toronto call Central Region, 248-7163.

## **SAINTE MARIE AMONG THE HURONS**

Sainte Marie Among The Hurons, see Cult & Rec Huronia Historical Parks.

## **SALARY**

Salary, see Wages

## **SALES TAX**

Sales Tax, see Retail Sales Tax.

## **SALESMEN**

Salesmen, see Itinerant Sellers. See also product sold, e.g., real estate, insurance, securities.

**SALMONELLOSIS**

Salmonellosis, see Health Program Advisory Br Veterinary.

**SALT USE**

Salt Use on roads and highways, see Tr & Comm Maintenance Br

**SAND**

416-965-1328

LABOUR, MINING HEALTH & SAFETY BR is responsible for the administration of the Mining Act and the succeeding legislation for mines, open pits, industrial quarries, metallurgical operations, and for **sand**, clay, shale and gravel pits to reduce hazards to safety and occupational health in the workplace. Periodically inspects these establishments; conducts air samples to ensure a safe working environment. Investigates refusals to work under unsafe conditions. Investigates fatalities and serious accidents. Consults with labour and management to increase their involvement in identifying and solving occupational health and safety hazards. Reviews and provides advice on pre-development plans of mining and metallurgical operations to check electrical, mechanical and occupational health and safety hazards before construction. Tests hoist cables and trains mine rescue personnel. Contact Queen's Park or district offices listed in the Appendix. See also Labour Construction Health & Safety Br, Labour Industrial Health & Safety Br.

416-965-1316

NAT RES, LANDS ADMINISTRATION BR, Acquisition Section (965-2738) acquires land for ministry needs. Public Lands Section (965-2741) is responsible for the disposition and management of Crown land including cottage lots and water lots; also answers general inquiries. Mining Lands Section (965-1323), is responsible for issuing licences to prospectors, registration and disposition of Crown mining lands; licensing of **sand** and gravel removals from Crown land (965-6918). Titles Section (965-1319) issues Crown leases, land patents (Crown patents), licence of occupation. Can give information (from the Domesday Book) on land that was formerly Crown land. Maintains acreage tax rolls; carries out forfeiture process for patented mining lands.

**SCHOLARSHIPS**

416-965-5241

COLL UNIV, STUDENT AWARDS BR has many student awards programs that offer financial assistance as loans, grants or bursaries to Ontario students studying at colleges and universities. Administers four plans based on financial need under the Ontario Student Assistance Program (OSAP): Ontario Study Grant Plan, Canada Student Loans Plan, Ontario Student Loan and Ontario Special Bursary. The branch also awards fellowships or **scholarships** for outstanding university graduate work: The Ontario Graduate Scholarship, The Sir John A. Macdonald Graduate Fellowship, Ontario-Quebec Exchange Fellowship and The Queen Elizabeth II Ontario Scholarships; and has programs for students and teachers for bilingual study: fellowships for studying French, Teacher's Summer Language Bursary, and Summer Language Bursary program. Students should apply through the Student Awards Office at the post-secondary institution of their choice. For private or out-of-province institutions, contact this branch.

416-750-3475

CORR SERV, NATIVE PROGRAM DEVELOPMENT, Community Program Development Br. This area is responsible for the development of policies related to the problems of native peoples who are inmates in Ontario correctional institutions and for the

coordination and development of community-based and institutional programs directed to the needs of native inmates. Provides liaison with native organizations of Ontario. The Ministry provides **scholarships** for native students who have been accepted for full-time studies in the social sciences at an Ontario community college or university. Completion of studies will lead to work in the corrections field. Write to the Regional Personnel Administrator, Min. of Correctional Services, 229 Edmund St., Sudbury, Ont. P3E 1M1. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Restitution Program Development and Corr Serv Volunteer Programs.

416-965-2624

EDUC, INFORMATION SYSTEMS & RECORDS BR is in charge of: issuance of certificates to elementary and secondary school teachers (965-2600), evaluation of teaching qualifications (965-6126), evaluation of foreign educational documents of landed immigrants for employment or study at the elementary and secondary school levels (965-1356), admission of teachers to Ministry summer courses (965-4487), secondary school diplomas and **scholarships** (965-7291), transcripts of student records (965-7291), transcripts of training courses for teachers (965-2600), and cataloguing of private schools (965-6802). Provides coordination, research and evaluation of management information gathered from school boards, schools, teachers and students (965-6802). Compiles, analyzes and disseminates statistics relating to all aspects of education (965-2660). Coordinates the ministry's French language services (965-5481).

## SCHOOL ATTENDANCE COUNSELLOR

School Attendance Counsellor, see Educ Supervision & Legislation Br Supervision.

## SCHOOL BOARDS

416-965-6669

EDUC, EDUCATION DATA PROCESSING BR provides data processing services to the ministry and, through a cooperative remote job entry network, to a broad segment of the provincial educational community. Is responsible for systems development and maintenance for the ministry, some boards of education and schools. Systems include: the Student Guidance Information Service which offers career and educational planning information to students, the Student Scheduling System to test the viability of class scheduling timetables, the Personnel Payroll Administration System for **school boards**, and statistical and administrative systems for the ministry.

416-965-3155

EDUC, LANGUAGES OF INSTRUCTION COMMISSION of Ontario was established to help resolve disputes between **school boards** and parents over the provision of education programs in the language of a minority group, French or English as the case may be.

416-965-2667

EDUC, PROFESSIONAL DEVELOPMENT BR administers summer courses for teachers (965-2664) and coordinates teachers' winter courses which are sponsored by local **school boards** and approved by regional offices (965-2450). Arranges exchanges for teachers and school board personnel within Ontario and across Canada (965-9667). Administers examination of supervisory officers after completion of pre-service and in-service training (965-9672). Provides financial assistance for French language professional development activities for teachers (965-9667). Provides staff training and development to ensure improvement and advancement of Ministry personnel (965-2680).

416-965-5606

EDUC, REGIONAL SERVICES inform school systems about Ministry programs and policies on education and ensure that these policies are carried out. Inform the Ministry about activities and issues in school systems; make recommendations for action and policy formulation. Assist **school boards** to develop means of evaluating their programs; offer program administration support to those boards whose size precludes an administrative structure. Maintain liaison with the public, universities, faculties of education, other ministries and related bodies. Administer programs and policies delegated to regional directors. There are six Regional Offices in Ontario, see list in the Appendix.

416-965-9665

EDUC, RESEARCH & EVALUATION -BR disseminates education research results to **school boards** and to the public. May provide contracts for education research proposed by qualified researchers in Ontario educational organizations (965-3141). Publishes research findings on Ministry research contracts through the Ontario Government Bookstore. Develops and coordinates educational evaluation systems.

416-965-5624

EDUC, SCHOOL BUSINESS & FINANCE BR sets standards for, advises on, and supervises audits of financial documents of **school boards**. Determines how provincial grants to local boards will be distributed. Provides architectural advice to all boards and to ministry on building needs, for construction of elementary and secondary schools. Conducts research in energy conservation in schools.

416-965-2663

EDUC, SPECIAL EDUCATION BR advises Minister on program policy regarding the education of exceptional students in elementary and secondary schools and schools for trainable retarded; provides liaison with professional and parent groups and government agencies regarding programs for exceptional students. Provides counselling, resources and guidelines to **school boards** for special education programs operated by local school systems, and to faculties of education which offer courses in special education. Operates residential school programs in schools for the blind and deaf; in developmental centre schools for the retarded, developmentally handicapped or emotionally disturbed; in training centres for juveniles and for children with severe learning disabilities. Operates a teacher education centre in Belleville for teachers of the deaf. These residential schools also serve as resource centres for local **school boards** establishing local day school programs for exceptional students (965-9222).

416-965-2060

EDUC, SUPERVISION & LEGISLATION BR, LEGISLATION Section, besides providing legal services to the Ministry of Education, provides information and advice to **school boards**, municipalities, teachers and the public about education statutes (e.g. provision of French language education) that affect their rights, duties and responsibilities.

416-922-7679

EDUCATION RELATIONS COMMISSION (ERC) was established in 1975 to administer the collective bargaining process between teachers and **school boards** and to further harmonious relations between the parties. Monitors and assists in negotiations, supervises teachers' votes and advises the Lieutenant Governor in Council when a strike or a lockout is jeopardizing the students' education.

416-965-4151

**LABOUR, ONTARIO LABOUR RELATIONS BOARD** administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for employers & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for employees in hospitals; Colleges Collective Bargaining Act. Also administers unfair declarations of strikes and lockouts and consents to prosecute under the **School Boards** and Teachers Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade unions and construction industry employer organizations; investigates unfair labour practice by unions and employers; rules on the legality of strikes and lockouts; conducts arbitration hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

### **SCHOOL BUS**

School Bus, see TR & Comm Vehicle Inspections and TR & Comm Public & Safety Information Br

### **SCHOOL-TWINNING**

School Twinning, see Educ Student Activities & Special Projects Br.

## **SCHOOLS**

416-965-6081

**CIV SERV, RECRUITMENT BR, STAFFING SERVICES** Section (Main floor, Frost Bldg. S., Queen's Park) provides staffing or recruitment services for the ministries, agencies, boards & commissions of the Ontario Public Service and an employment service to the public. Services to ministries include advice on Personnel Administrator hirings, advice and help in special staffing situations involving employment of the handicapped, placement of surplus employees of the Ontario Public Service and those returning to work from extended sick leave (Long Term Income Protection) and advice on special education or work programs. Also maintains a Central Human Resources Inventory (CHRI), a file of qualified job applicants for use by ministries to fill vacancies. Services to the public include employment information and advice (those qualified are placed on the CHRI) and the provision of job information to secondary and post-secondary **schools**. See also other sections under Civ Serv Recruitment Br.

416-965-6161

**COLL UNIV, COLLEGE AFFAIRS BR** is responsible for delivery of the ministry's institutional training programs. Coordinates and administers the development of post-secondary and adult education through Colleges of Applied Arts and Technology (CAATs), often called community colleges. Colleges work closely with Canada Employment Centres in providing occupational training for adults. For information about courses, contact local colleges or the Federal Program Section of the College Affairs Branch at 965-6151. The branch is also responsible for registration, regulation, inspection and control of private vocational schools (965-9127), and for Regional **Schools** For Nursing Assistants (965-4051).

416-965-2190

**EDUC, COUNCIL ON FRENCH LANGUAGE SCHOOLS** ensures the continuing development of education for French speaking students in Ontario. The Council advises the Minister and the Deputy Minister of Education on all matters pertaining to French language **schools**.

416-965-5982

EDUC, CURRICULUM BR produces curriculum guidelines, resource material and circulars for use in Ontario from Kindergarten to Grade 13, and annotated lists of Canadian materials for use with above guidelines. Initiates and coordinates curriculum input to the ministry and implements curriculum policies. Administers the Book Purchase Plan which provides copies of newly approved textbooks to **schools**. Implements metric conversion in primary and secondary **schools**. Administers the ministry's Canadian Learning Materials Fund which enables publishers, **media** producers, non-profit organizations and individuals to develop new Canadian learning materials. Promotes community use of **schools**. Supports elementary and secondary school broadcasts and related services through liaison with the Ontario Educational Communications Authority (OECA). Develops materials for courses about and for native peoples.

416-965-2624

EDUC, INFORMATION SYSTEMS & RECORDS BR is in charge of: issuance of certificates to elementary and secondary school teachers (965-2600), evaluation of teaching qualifications (965-6126), evaluation of foreign educational documents of landed immigrants for employment or study at the elementary and secondary school levels (965-1356), admission of teachers to Ministry summer courses (965-4487), secondary school diplomas and scholarships (965-7291), transcripts of student records (965-7291), transcripts of training courses for teachers (965-2600), and cataloguing of private schools (965-6802). Provides coordination, research and evaluation of management information gathered from school boards, **schools**, teachers and students (965-6802). Compiles, analyzes and disseminates statistics relating to all aspects of education (965-2660). Coordinates the ministry's French language services (965-5481).

416-965-5624

EDUC, SCHOOL BUSINESS & FINANCE BR sets standards for, advises on, and supervises audits of financial documents of school boards. Determines how provincial grants to local boards will be distributed. Provides architectural advice to all boards and to ministry on building needs, for construction of elementary and secondary **schools**. Conducts research in energy conservation in **schools**.

416-965-2663

EDUC, SPECIAL EDUCATION BR advises Minister on program policy regarding the education of exceptional students in elementary and secondary **schools** and schools for trainable retarded; provides liaison with professional and parent groups and government agencies regarding programs for exceptional students. Provides counselling, resources and guidelines to school boards for special education programs operated by local school systems, and to faculties of education which offer courses in special education. Operates residential school programs in **schools** for the blind and deaf; in developmental centre **schools** for the retarded, developmentally handicapped or emotionally disturbed; in training centres for juveniles and for children with severe learning disabilities. Operates a teacher education centre in Belleville for teachers of the deaf. These residential **schools** also serve as resource centres for local school boards establishing local day school programs for exceptional students (965-9222).

416-965-5620

EDUC, STUDENT ACTIVITIES & SPECIAL PROJECTS BR encourages educational and cultural exchanges of students and teachers (965-5635) and may provide grants for these projects. Projects include: Educational Exchange Programs and Ontario-Quebec School Twinning (965-5989), Ontario Young Travellers (965-5605), School Twinning Programs, e.g.

Project Canada, Project School-to-School, Teacher Exchange Programs (965-1129) and Experience Programs (965-6329). Administers the Second-Language Monitor Program which encourages bilingual university students to act as teaching monitors to teachers of French or English as a second language (965-5996). Operates the Ontario Student Leadership Centre which accepts secondary school students for leadership training courses (965-6410). The Student Guidance Information Service (965-9676) provides computerized career and institutional information to **schools**. The branch prepares guidance documents and Ontario Student Record material.

416-965-2228

**EDUC, SUPERVISION & LEGISLATION BR, SUPERVISION** Section serves as a main channel of communication between the Ministry and **schools** (e.g. private schools, correctional and National Defence Schools), organizations of teachers, principals, trustees and school officials. Advises them on all aspects of school administration. The office of the Provincial School Attendance Counsellor is located at this branch.

416-965-4151

**LABOUR, ONTARIO LABOUR RELATIONS BOARD** administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for employers & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for employees in hospitals; Colleges Collective Bargaining Act. Also administers unfair declarations of strikes and lockouts and consents to prosecute under the School Boards and Teachers Collective Negotiations and Provincial **Schools** Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade unions and construction industry employer organizations; investigates unfair labour practice by unions and employers; rules on the legality of strikes and lockouts; conducts arbitration hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

416-965-1681

**REVENUE, ASSESSMENT FIELD OPERATIONS BR**, through regional offices throughout Ontario (listed in the Appendix) implements the real property assessment program and undertakes the annual enumeration program for municipalities, which produces municipal voters lists, lists of persons who can be called for jury duty, identification of supporters for **schools** and census data. The branch is also responsible for assessments prepared for the Provincial Land Tax. The branch serves municipal governments, other Ontario ministries which use data as basis for distribution of municipal grants, and other programs. Inquiries re property taxation, tax certificates, municipal voters' lists, school support and municipal population should be referred to the Clerk or Treasurer of the appropriate municipality.

## **SCHOOLS OF ANATOMY**

Schools of Anatomy, see Sol Gen Chief Coroner's Office

## **SCREENWRITERS**

Screenwriters, see Ontario Arts Council

## **SCROLLS**

416-965-5741

**GOVT SERV, ADMIN SERVICES BR, OFFICIAL DOCUMENTS** Section prepares, records, searches, microfilms and makes copies of Ontario official documents, e.g., land patents. For details about land patents such as name of original patentee, date and

description of property, contact Nat Res Lands Administration Br Titles Section (965-1319). Certifies notarized documents and affidavits that are sent abroad by the public for various purposes. Scrolls Office (965-5733) prepares congratulatory **scrolls** for Ontario citizens on the request of their Member of Provincial Parliament, to acknowledge 90th and succeeding birthdays, 50th and succeeding wedding anniversaries, or other significant accomplishments of individuals, municipalities and other organizations.

## SEAT BELT

416-248-3501

TR & COMM, PUBLIC & SAFETY INFORMATION BR originates & coordinates programs and projects stressing safety in the operation of cars and commercial vehicles, motorcycles, mopeds, bicycles and snowmobiles and school bus operations. Provides information service for the ministry (see first entry under Information Service for a description of this function). Originates and supplies school safety materials and **seat belt** posters and information and provides related safety films. Provides road bulletins and telephone road reporting service for the public and the media on condition of roads and highways in Ontario. For this service in Metro Toronto, contact 248-3561. Elsewhere in Ontario contact TR & Comm Operations regional or district offices listed in the Appendix.

416-248-7191

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Drivers & Vehicles Research Program improves safety and operational efficiency of road transportation by studying driver, vehicle and roadway operating characteristics, i.e., effectiveness of **seat belt** legislation and lowered speed limits, drinking and driving, driver education. Improves public transit service acceptability by studying rider attitudes, preferences and behaviour concerning conventional modes of transportation. Studies social impact of ministry undertakings through citizen involvement procedures. This includes effect of noise, impact of constructing new roads and highways and effect of energy future.

## SECRETARIAT FOR JUSTICE

416-965-2821

SECRETARIAT FOR JUSTICE provides analytical research support to assist the Cabinet Committee for the Justice Policy Field in coordinating and developing policy. The Justice Committee of Cabinet comprises the Attorney General, the Minister of Consumer & Commercial Relations, the Minister of Correctional Services and the Solicitor General. The Chairman is the Provincial Secretary for Justice.

## SECRETARIAT FOR RESOURCES DEVELOPMENT

416-965-7790

SECRETARIAT FOR RESOURCES DEVELOPMENT provides analytical research support to assist the Cabinet Committee for the Resources Development policy field in coordinating and developing policy. The Resources Committee of Cabinet comprises the Minister of Agriculture & Food, Minister of Energy, Minister of the Environment, Minister of Housing, Minister of Industry & Tourism, Minister of Labour, Minister of Natural Resources, Minister of Northern Affairs and Minister of Transportation & Communications. The Provincial Secretary for Resources Development is responsible for science policy in addition to coordinating the implementation of further development of land use policies.

## SECRETARIAT FOR SOCIAL DEVELOPMENT

416-965-5190

SECRETARIAT FOR SOCIAL DEVELOPMENT provides analytical and research support to assist the Provincial Secretary for Social Development and the Cabinet Committee on Social Development in the coordination and development of policy. The Social Development Committee of Cabinet comprises the Minister of Education, Minister of Community and Social Services, Minister of Culture & Recreation and Minister of Health.

## SECURITIES

416-963-0389

CCR, COMPANIES SERVICES BR RECORDS Section deals with searches of corporations, files, certificates of corporation status and registration of corporation **securities** such as corporate mortgages, bonds, debentures (963-0390). Can provide copies of documents (e.g. articles of incorporation, annual returns) of corporations in Ontario.

416-963-0373

CCR, COMPANY LAW BR provides legal counselling to the Companies Division and handles inquiries of legal nature from the public about: incorporation of business and non-profit corporations, licences in mortmain, extra-provincial licences, registration of partnerships and sole proprietorships, names and name style registration by corporations, and registration of **securities** registered against the personal property of corporations, e.g. corporate bonds, debentures, trust indentures and corporate mortgages. This includes sorting out deficiencies in the applications submitted to the Companies Services Branch.

416-963-0223

CCR, ONTARIO SECURITIES COMMISSION (OSC) maintains public files on companies' disclosure of take-over bids, proxy and proxy solicitation, insider trading and financial disclosure for the benefit of investors (963-0259). Processes mining and other prospectus offerings of **securities** as well as applications for transfer or release of **securities** from escrow (963-0239). Registers stockbrokers, salesmen and investment advisers, commodity futures dealers, salesmen and advisers (963-0228). Investigates complaints about stockbrokers and salesmen and commodity brokers and salesmen and complaints about actions by companies affecting the value of **securities** (963-0242). Answers general questions about commodity futures trading (963-0255).

416-965-2914

TREAS ECON, FINANCE MANAGEMENT BR provides management and direction of the Province's requirements in the areas of cash management, debt management, finance structure and policy. Specifically, the Branch controls and manages the government's cash flows to ensure that obligations are met without default and that surplus funds are invested; issues and retires Province of Ontario debt **securities** (debentures) and treasury bills. Provides direction to government debt management requirements and coordinates overall debt policy regarding public and non-public financing of the Province, Ontario Hydro and all boards, commissions and agencies utilizing provincial guarantee. Provides research, policy recommendations and policy implementation in public finance to ensure sound strategy and to preserve Ontario's credit worthiness.

416-965-6691

TREAS ECON, **SECURITIES** BR acts as registrar and transfer agent of the Provincial public debt issues, both domestic and foreign. Is responsible for the prompt payment of interest on public debt; supplies investors with information on transfer requirements; arranges for complete service of debentures from issue to maturity. Also provides support for

the programs of the Finance Management Branch in the investments of the Province and holds in safekeeping **securities** deposited with the Province by the public in accordance with the regulations of provincial legislation.

## SECURITY AGREEMENT

Security Agreement, see CCR Personal Property Registration Br.

## SECURITY GUARDS

416-965-5814

SOL GEN, OPP, REGISTRAR OF PRIVATE INVESTIGATORS & Security Guards investigates and approves the licensing of agencies that provide the services of private investigators and **security guards**. Issues licences to agency employees to act as private investigators or **security guards**. OPP district headquarters are listed in the Appendix.

416-965-8111

SOL GEN, OPP, SECURITY BR provides police security for top government officials and visiting dignitaries. Provides expertise on all aspects of physical security to Ontario Government ministries. Provides uniformed **security guards** to patrol Ontario Government buildings in Queen's Park (965-2549).

## SELECT COMMITTEES

Select and Standing Committees, see Legislative Assembly Clerk's Office

## SENIOR CITIZENS

416-965-2324

ADVISORY COUNCIL ON SENIOR CITIZENS consists of eighteen members appointed by Order in Council who are regionally representative of major areas in Ontario. Members have both professional and voluntary backgrounds in the field of aging. Council's role is to advise government on ways to improve the quality of life of **senior citizens**. General meetings of all council members are held monthly. The Council reports to the Provincial Secretary for Social Development. The Council produces a quarterly newsletter, 'Especially for Seniors', which is sent to Ontario **senior citizens** who receive the Old Age Security Pension.

COMM SOC, ADULT SERV DIV, CONSULTANTS. The Senior Consultant on the Handicapped (965-6299) advises the Ministry on programs and services for the handicapped and the disabled; maintains liaison with major agencies, municipalities, other ministries and levels of government on related matters; conducts special investigations, assignments and research on the handicapped. The Senior Consultant on Gerontology (965-5106) performs similar function in the area of programs and services for **senior citizens**. Conducts Long Term Study on Aging. Contact regional and area offices for information on programs and services (see list in the Appendix).

COMM SOC, ADULT SERV DIV, GENERAL WELFARE ASSISTANCE (GWA) PROGRAM (Income Maintenance) provides short-term financial assistance to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities & Indian Band Councils or by the Province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance (welfare) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed drugs, dental care, prosthetics (incl. eyeglasses, hearing aids) & for burials. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS A (**Senior citizens**) GAINS D (blind & disabled). Incentive Allowances are paid to those under a work activity project. Contact municipal

welfare offices, Indian Band Councils and in unorganized territories Comm Soc area office (see Appendix).

416-965-5103

COMM SOC, ADULT SERV DIV, SENIOR CITIZENS SERVICES (Social Services) aims to support programs to involve **senior citizens** in community & social services. In cooperation with municipalities and charitable organizations develops policy on and subsidizes Homes for the Aged, residential and extended care and social services for **senior citizens**. Subsidy is in the form of capital and operating grants. Assists in community outreach programs and alternatives to institutional care projects, e.g., meals-on-wheels, day care, vacation care & Senior Volunteers. Provides capital & operating grants for Elderly Persons Centres and grants for research on aging & related facilities, e.g., Crane Memorial Library of Geriatrics & Gerontology (367-8867). Is involved with retirement planning. Contact regional, area & local offices listed in the Appendix. In Metro Toronto contact the Area Office, 965-9943.

416-965-2363

COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD holds hearings of appeals requested by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or GAINS-A (income supplement for **senior citizens**) and GAINS-D (income supplement for the blind and disabled), Family Benefits (financial allowances for single mothers, the blind and disabled, permanently unemployable fathers, foster children, severely handicapped children).

416-978-3690

CULT & REC, ROYAL ONTARIO MUSEUM, incorporating the Canadiana collections (978-6738) at 14 Queen's Park Crescent West and the McLaughlin Planetarium (978-8558), is the largest of Canada's public museums and a major research institution with excellent collections in 20 departments. These include the arts, archaeology (e.g. Chinese, Egyptian) and the sciences (e.g. Mammalogy, Mineralogy, Entomology, Ornithology, Vertebrate Palaeontology). The departments identify objects related to their fields such as birds, insects, works of art, artifacts, etc. for information only, not for financial ends (write or call for appointment). The ROM offers tours, a Discovery Room (inviting public participation when viewing exhibits), travelling exhibitions, museumobiles, a Speakers Bureau, lectures and art instruction, showings of films, clubs for **senior citizens** and children. The ROM is at 100 Queen's Park Cres., Toronto.

416-965-5665

CULT & REC, SPECIAL INTERESTS UNIT, Recreational Services Section of the Sport, Fitness & Recreation Services Br advises community regional and provincial recreation agencies and institutions and is responsible for the development of resources in: therapeutic recreation, outdoor recreation, camping, non-profit camps, recreation for families, **senior citizens** and youth, community recreation services, recreation education and research. Provides grants to non-profit camps. The Unit is also responsible for the certification of recreation professionals and provides support to professional recreation associations.

416-482-1111

HEALTH, ENROLMENT BRANCH enrolls all persons eligible for the Ontario Health Insurance Plan (OHIP); maintains records and answers all questions regarding enrolment and insured status. Immigrants receive health insurance coverage from date of application provided they apply within 90 days of landing in Ontario. Reviews eligibility for insured services. Administers program relating to: OHIP premium assistance based on taxable income and OHIP premium exemption based on age. **Senior citizens** 65 years of age or over who have resided in Ontario for the 12 months preceding application are eligible. Spouses of

eligible **senior citizens** are also covered by premium exemption. Also provides service to employers in administration of their insured groups. Contact district offices listed in the Appendix (in Toronto, 482-1111).

416-965-9337

**HEALTH, ONTARIO DRUG BENEFIT (ELIGIBILITY).** Selected prescribed drugs are provided free to **senior citizens** (65 or older) who receive Old Age Security (OAS) or who have resided in Ontario for the past 12 months and are Canadian citizens or landed immigrants; to recipients of Family Benefits (FBA), General Welfare (GWA) and vocational rehabilitation assistance and Homes for Special Care and Extended Health Care benefits. The numbered Ontario Senior Citizens' Privilege Card entitles eligible patients to drug benefit. Federal OAS pensioners automatically get this card; those over 65 who are not OAS pensioners must apply. Forms available at most pharmacies or write: Ministry of Health, Drug Benefit, Box 21000, Station A, Toronto M5W 1Y5. FBA (includes the blind and disabled), GWA and other recipients are issued monthly cards. Drugs must be listed in the Drug Benefit Formulary (for quality and cost control), prescribed by a doctor or a dentist and obtained in Ontario.

416-965-8177

**HEALTH, PROGRAM ADVISORY BR ELDERLY.** Consultant for the elderly advises health agencies on preventive health care for the older adult or **senior citizens** in the community. See also other sections in Health Program Advisory Br described separately.

416-965-5884

**HEALTH, PUBLIC HEALTH BR, NUTRITION** Consultants provide consultation to health agencies on nutrition, food budgeting, meal planning, obesity control, dental and prenatal care and care for **senior citizens**. See also other sections in Health Public Health Br described separately.

**HOUSING COMMUNITY HOUSING, RURAL HOUSING PROGRAM.** In cooperation with Canada Mortgage & Housing Corporation (CMHC) the ministry assists in the provision of housing units for families in rural and remote areas. Where a need has been established, a limited number of rent-geared-to-income developments for **senior citizens** may be built in municipalities and unorganized communities with populations of less than 2,500. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing Program name.

**HOUSING, COMMUNITY HOUSING, SENIOR CITIZEN & FAMILY.** This Ministry is responsible for the project review, approval and inspection for various forms of assistance available to provincially and municipally-owned non-profit housing corporations whose main purpose is to supply adequate moderate rental housing for families, individuals and **senior citizens**. The Ministry also administers programs to allow Ontario Housing Corporation and municipal housing corporations to develop public housing to meet the needs of low-income families and **senior citizens**. Programs are administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing Program name. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or housing authority (see Appendix for list).

416-965-9724

HOUSING, OHC, COMMUNITY RELATIONS SECTION of the Operational Planning Branch acts as a resource to community relations workers in the field to assist with social problems as well as recreation for tenant families, **senior citizens** and persons with permanent disability in Ontario Housing Corporation (OHC) rent-geared-to-income housing. Also works to help residents integrate into the community.

416-965-9810

HOUSING, OHC, OPERATIONAL PLANNING BR performs policy development and program evaluation with respect to public housing management, including community relations and tenant placement. Also administers appointments to local Housing Authorities and coordinates preparation and revision of management and training manuals and handbooks. Tenant Placement Section (965-9865) coordinates placement of families, **senior citizens** and persons with permanent physical disability who have applied for rent-geared-to-income housing. Housing is offered to applicants in greatest need when vacancies occur. For information on the community relations function of this branch, see Housing OHC Community Relations. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or Housing Authority (see Appendix for list).

416-965-7711

IND & TOUR, ONTARIO PLACE CORPORATION operates a 96 acre cultural, entertainment and recreation complex on three man-made islands on Lake Ontario, Toronto including exhibition pavilions, band shell, theatres, the giant-screen cinesphere, live entertainment, the Forum, restaurants, snack bars, boutiques, a marina, pedal boats, boat tours, the Canadian destroyer HMCS Haida, mini-golf, land rides, picnic areas, and a children's village with a water play area and play apparatus including a 370-ft four-flumed waterslide. Ontario Place arranges banquets, receptions all year, shows films for conventions and other groups of residents or tourists. Open daily May 17 to Sept. 16 (10 a.m. to 1 a.m. Mon-Sat; 10 a.m.- 10 p.m. Sun). All major attractions are free with admission (no admission charge for **senior citizens**) Contact Ontario Place Corporation, 955 Lakeshore Blvd. West, Toronto, Ontario, Canada M6K 3B9.

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (**senior citizens**) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-8470

REVENUE, GUARANTEED ANNUAL INCOME SYSTEM (GAINS-A) Program was introduced in July, 1974 to provide a basic income for qualifying residents age 65 and over. A multilingual information service on the GAINS-A program for **senior citizens** can be reached by calling 965-8470 in Metro Toronto. Outside Metro Toronto dial direct (toll-free) 1-800-268-7121 except residents in area code 807 who should ask Operator for Zenith 8-2000 (toll-free).

## SENIOR VOLUNTEERS

Senior Volunteers, see Comm Soc Adult Serv Div Senior Citizens.

## SEPTIC TANKS

416-965-6967

ENV, POLLUTION CONTROL BR MUNICIPAL AND PRIVATE Section deals with municipal and private sewage and municipal water supply. Provides liaison with federal agencies including coordination of federal grants to municipalities for sewage and water works. Deals with regulations and standards for pollution control relating to **septic tanks**, boating (pleasure craft), marinas, ice huts and municipal sewage treatment plants. Specific activities include phosphorous removal at all municipal sewage treatment plants (to safeguard Great Lakes water quality), urban drainage management and sewage sludge use on farm land. Also is involved with policies dealing with the provision of safe drinking water. Contact regional or district offices listed in the Appendix. Inspection and approval of **septic tanks** is done by county or regional health units under agreement with the Crown (except in areas where no agreement is in effect, e.g., Muskoka, Parry Sound, North Bay & Ottawa-Carleton where this service is done by Ministry's regional or district offices).

## SERGEANT-AT-ARMS

Sergeant-at-Arms at Legislative Assembly, see Lesislative Assembly Speaker's Office.

## SERVICE CENTRES

Service Centres in highways, see Tr & Comm Supply & Services Br

## SEVERANCE

Severance, see Land Severance

## SEVERN CANAL

Severn Canal, see Nat Res Can-Ont Rideau-Trent-Severn Secretariat

## SEWAGE

Sewage, see also Waste

416-965-2531

ENV, ENVIRONMENTAL APPEAL BOARD hears appeals of persons affected by certain decisions or orders of local health authorities in the area of private **sewage** disposal, and of the Ministry of the Environment in the areas of water and **sewage**, waste disposal, air and noise pollution, in accordance with the Ontario Water Resources Act, 1970 and the Environmental Protection Act, 1971.

416-965-2531

ENV, ENVIRONMENTAL ASSESSMENT BOARD holds public hearings on the environmental impact of major development proposals under three statutes: The Ontario Water Resources Act, 1970 (OWRA), The Environmental Protection Act, 1971 (EPA); The Environmental Assessment Act, 1975 (EAA). Hearings may also be held under orders-in-council. Following hearings under the OWRA (municipalities wishing to establish or extend their **sewage** works into another municipality or territory) and the EPA (approval to establish or extend waste disposal sites), the Board submits recommendations to the Ministry of the Environment. Under the Environmental Assessment Act, 1975, after the environmental assessments and the ministry's review thereof have been made public, any person can require by written notice a hearing by the Board. After hearings are held under the EAA, the Board

renders a final decision which can only be varied or rescinded by the Minister with approval of the Lieutenant Governor in Council.

416-965-6967

**ENV, POLLUTION CONTROL BR MUNICIPAL AND PRIVATE** Section deals with municipal and private **sewage** and municipal water supply. Provides liaison with federal agencies including coordination of federal grants to municipalities for **sewage** and water works. Deals with regulations and standards for pollution control relating to septic tanks, boating (pleasure craft), marinas, ice huts and municipal **sewage** treatment plants. Specific activities include phosphorous removal at all municipal **sewage** treatment plants (to safeguard Great Lakes water quality), urban drainage management and **sewage** sludge use on farm land. Also is involved with policies dealing with the provision of safe drinking water. Contact regional or district offices listed in the Appendix. Inspection and approval of septic tanks is done by county or regional health units under agreement with the Crown (except in areas where no agreement is in effect, e.g., Muskoka, Parry Sound, North Bay & Ottawa-Carleton where this service is done by Ministry's regional or district offices).

416-965-7062

**ENV, PROJECT COORDINATION BR** manages and coordinates all aspects in the development and construction of ministry capital projects, e.g. water supply, **sewage** and pollution control facilities for municipalities. This includes design and equipment selection (965-3490). Upon approval of a project by the ministry, the branch arranges for design work and financial analysis, including details on grants available. Upon approval by the Ontario Municipal Board (OMB), tenders are called and contracts awarded by the ministry. The branch assists in initiation of ministerial orders defining specific public water and **sewage** service areas. Administers grants programs for certain **sewage** and water works to municipalities qualifying under the ministry's priority rating system and to small communities for upgrading private **sewage** or water systems. Contact regional or district offices listed in the Appendix.

416-965-3284

**ENV, WASTE MANAGEMENT BR, WASTE SYSTEMS PLANNING** Section. The Waste Management Branch coordinates programs concerned with the disposal of waste on land. Waste Systems Planning Section deals with pollution by industry (such as mining, metals, food, petroleum) and municipal and private solid wastes. These include hazardous industrial waste, industrial sludges and pretreatment residues, municipal **sewage** sludge, derelict motor vehicles, soft drink or beverage containers, and their disposition at waste disposal sites. Coordinates related federal-provincial activities; provides technical support regarding industrial waste treatment and control with respect to water, air and solids. Coordinates project to take inventory and recommend rehabilitation of derelict mining land throughout Ontario. See also Env Waste Management Br Waste Utilization Section. Contact regional or district offices listed in the Appendix for complaints on related pollution.

## SHARED COST

Shared Cost, see Federal-Provincial, also Provincial-Municipal

## SHEEP

Sheep, see Livestock

## SHEET METAL WORKER

Sheet Metal Worker (certification), see Coll Univ Industrial Training Br Trades.

**SHERIFFS**

416-965-5184

**ATT GEN, COURTS ADMINISTRATION PROGRAM** manages the Civil and Criminal courts in Ontario and is involved with the implementation of French language services in Ontario courts. Ensures provision of adequate administrative services to county, Surrogate Court and Supreme Court of Ontario offices, including direction to **sheriffs** and bailiffs, court registrars and clerks (965-1524). Manages small claims courts and provides direction to small claims courts bailiffs and clerks (965-7945). Manages provincial (criminal and family) court offices (965-0916). Provides courts and office accommodation planning (965-8453). Handles court reporting services (965-2399). Regulates appointments of justices of the peace, notaries public and commissioners of oaths or affidavits (965-2848).

416-965-7491

**ATT GEN, SHERIFF'S OFFICE.** **Sheriffs** in judicial districts carry out the orders of all the courts of Ontario. Register Writs of Execution (Fieri Facias) and serve documents on behalf of members of the judiciary (e.g. appointments to jury duty), legal profession and the public. **Sheriffs** also call the court to order and announce the judge at the beginning of a session. Contact local Sheriff. In the Judicial District of York the Sheriff's office is located at 361 University Ave., Room 111, 965-7491.

**SHORELINE**

Shoreline management, see Nat Res Engineering Services Br. Shoreline property damage due to erosion or storms, see Intgov Aff Subsidies Br.

**SIGNS**

Signs (Advertising) by Highways, see TR & Comm Maintenance Br Signs & Bldg Permits.

**SILVICULTURE**

Silviculture, see Nat Res Forest Resources Br.

**SIMCOE**

Simcoe, John Graves, see Cult & Rec Simcoe Memorial Foundation.

**SKI**

416-965-4111

**CCR, ELEVATING DEVICES BR** inspects and licenses elevating devices including elevators, escalators, dumbwaiters, moving walks, platform lifts and **ski** lifts to ensure safety. Reviews and approves designs of new installations and major alterations. Investigates accidents and complaints of unsafe conditions or improper use of elevating devices. Registers contractors involved in maintenance and monitors their performance.

416-965-4255

**IND & TOUR, TOURISM DEVELOPMENT BR** contributes to sound growth of tourism with programs designed to help existing & potential tourist facilities operators & investors through three functions: Industry Improvement, Planning & Project Development. Industry Improvement provides technical & business counselling to investors & entrepreneurs; provides info on funding by the Ontario Development Corporations; prepares planning & management manuals (e.g., operation of **ski** & other resorts, camps, marinas). Planning involves preparation & publicity of studies to identify potential investment & development opportunities of interest to the private sector. Project Development (965-7846) establishes

feasibility of tourism projects of regional or provincial significance which may require some government assistance to ensure private development.

416-965-4008

**IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION** accepts collect calls (965-3448 for calls in French). Provides Ontario travel counselling to the public. Supplies information and publication on tourist attractions, accommodations, campgrounds & parks (incl. trails, canoe routes), events, festivals, exhibitions & tours, facilities for hunting, summer & ice fishing, boating, skiing & other winter activities. Distributes road and tourist maps. Reports on up-to-date **ski** & winter road conditions, fall colour & campgrounds vacancy. Operates nine travel information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald Block). Eleven travel information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

## SLAUGHTERING PLANTS

416-965-5841

**AG & FOOD, VETERINARY SERV BR, MEAT INSPECTION SECTION** issues licences to and inspects **slaughtering plants** not already registered by Agriculture Canada under the Meat Inspection Act (Canada), and those engaged solely in slaughtering animals exempted by regulations under the Act.

## SMALL BUSINESS

Small Business, see Business

## SMALL BUSINESS DEVELOPMENT PROGRAM

416-965-8470

**REVENUE, SMALL BUSINESS DEVELOPMENT PROGRAM.** When proclaimed the Small Business Development Corporations Act (SBDC), 1979 will allow Ontario residents to establish SBDCs to direct investment funds and provide managerial assistance to qualifying small businesses. Ontario resident investors in new equity shares of SBDC shares will receive a grant. Corporations who invest in new issues of SBDC equity shares will receive a credit against the Ontario corporate income tax. Grants or credit will equal 30% of amount paid for the shares. For further information call 965-8470 in Metro Toronto. Outside Metro Toronto dial direct (toll-free) 1-800-268-7121 except residents in area code 807 who should ask Operator for Zenith 8-2000 (toll-free).

## SMALL CLAIMS

416-965-5591

**ATT GEN, REFEREE OF THE SMALL CLAIMS COURTS** of the Judicial District of York assists people with counselling on debt problems, particularly with summonses and garnishments before and after judgment. Public must telephone for appointment and bring complete information regarding income, expenses, debts and creditors. The **Small Claims** Court Referee's mailing address is: 425 University Ave., Rm. 201, Toronto M5G 1T6.

**ATT GEN, SMALL CLAIMS COURTS** provide a convenient and inexpensive way of settling disputes over goods and services and collecting an outstanding debt involving claims of up to \$1,000. Procedures are informal; lawyers are not required although their services may be used. Court staff can assist in entering or defending a claim. There are 126 small claims

courts in Ontario; for location or phone numbers call Courts Administration Program, 965-7945 or consult listings in local telephone directory under Government of Ontario.

## SNAKE

Snake identification, see Nat Res Administrative Services Br.

416-965-4094

**HEALTH, PROGRAM ADVISORY BR, COMMUNICABLE DISEASES** Section controls communicable disease by collecting data and keeping local Public Health Officers aware of disease trends. Provides Medical Officers with drugs for immunization and for treatment of leprosy, and with rabies vaccine and **snake** antivenin. Provides supplementary field service when necessary to prevent and control disease. See also other sections in Health Program Advisory Br described separately.

416-965-4236

**HEALTH, PROGRAM ADVISORY BR, VETERINARY** Public Health Consultants help to control disease common to man and animals (zoonoses) such as rabies, salmonellosis, brucellosis, etc. Consultants advise Public Health Officers and physicians and project need for vaccine, serum and **snake** antivenin. For a list of antivenin depots and rabies information, contact the Communications Branch at 965-5167. See also other sections in Health Program Advisory Br described separately.

## SNOWMOBILE TRAILS

Snowmobile Trails, see Trails.

## SNOWMOBILES

416-248-3501

**TR & COMM, PUBLIC & SAFETY INFORMATION BR** originates & coordinates programs and projects stressing safety in the operation of cars and commercial vehicles, motorcycles, mopeds, bicycles and **snowmobiles** and school bus operations. Provides information service for the ministry (see first entry under Information Service for a description of this function). Originates and supplies school safety materials and seat belt posters and information and provides related safety films. Provides road bulletins and telephone road reporting service for the public and the media on condition of roads and highways in Ontario. For this service in Metro Toronto, contact 248-3561. Elsewhere in Ontario contact TR & Comm Operations regional or district offices listed in the Appendix.

416-965-7168

**TR & COMM, VEHICLE LICENSING OFFICE**, Licensing & Control Branch registers and issues licences for all motor vehicles, trailers and snow vehicles (e.g. **snowmobiles**) Issues licences to premises used for wrecking or dealing in motor vehicles, to all for-hire truck operations under the Public Commercial Vehicles (PCV) Act and to all bus and charter operations under the Public Vehicles (PV) Act (see Tr & Comm Highway Carrier Licensing Section). Although management and control of program is administered at Queen's Park, licensing is available throughout Ontario through agents at 315 locations. For questions on how to get licences for vehicles contact local agent or Agents Issuing Section 965-1226, Queen's Park Licensing 965-2206, or Downsview Motor Vehicles Licensing 248-7171, Highway Carrier Licensing (PCV & PV) 248-7146. For information on ownership of vehicles see TR & COMM Vehicle Records & Information.

## SOCIAL & COMMUNITY SERVICES RESEARCH

Social & Community Services Research grants, see Comm Soc Strategic Planning & Policy Secretariat

## SOCIAL ASSISTANCE

Social Assistance, see Comm Soc Adult Serv Div Family Benefits and Comm Soc Social Assistance Review Board.

## SOCIAL WORK

416-750-3366

CORR SERV, INSTITUTIONAL PROGRAM SUPPORT SERVICES provides consultative services to programs in the Ministry's correctional institutions. Consultants in medicine, psychiatric and dental care, psychology, **social work** and chaplaincy are responsible for planning and supervision of services in these fields. Institutional program support is also given in the areas of resources management, new facilities development, preventive security, classification and allocation of inmates, education, food services, industrial programs, nursing, recreation and library services. The latter six programs are described separately in this index. See Corr Serv Education Services, Corr Serv Food Services, Corr Serv Industrial Programs, Corr Serv Nursing Services, Corr Serv Recreation Services and Corr Serv Library Services. Correctional institutions are listed in the Appendix.

416-965-8045

HEALTH, PROGRAM ADVISORY BR consultants who are experienced in their own fields of personal health care provide the ministry with expertise and advice on the entire health care delivery system and increasingly in health care planning. New objectives are to seek lower cost alternatives to present aspects of the system. Consultants represent general and specialty physicians, veterinary medicine, physiotherapy, occupational therapy, speech pathology & audiology, nursing, **social work**, special projects. They serve on Branch Committees and Planning Teams and on various Task Forces to help formulate Ministry policy. The Branch manages these programs: Adult Community Mental Health, Alcohol & Drug Abuse, Long Term Care, Emergency Health Services, Rehabilitation, the Underserved Area Program (965-1170) (bursaries for physicians to practise in rural and isolated communities), Health Service Organizations (HSO) and Alternate Payments. See also other programs listed under Health Program Advisory Br, Program Name.

416-965-2161

HEALTH, PROGRAM ADVISORY, HOME CARE PROGRAM provides health services at the local level to insured Ontario residents in their home upon recommendation of a doctor. Services include nursing, physiotherapy, occupational therapy, medical and **social work**, drugs and medical supplies, meals-on-wheels, and homemaking. Contact Queen's Park or local Board of Health.

## SOFT DRINK CONTAINERS

Soft Drink Containers, See Env Waste Management Br Waste Systems Planning Section

## SOILS

AG & FOOD, AGRICULTURAL RESEARCH INSTITUTE of ONTARIO inquires into research programs on agriculture, veterinary medicine and household science. Stimulates interest in agricultural research as a means of developing efficiency in the production and marketing of farm products in Ontario. Research projects include studies on livestock, poultry, field crops, horticultural plants, **soils**, food and nutrition, economics and marketing.

Four research stations near Guelph, Ontario are administered by the University of Guelph (519-824-4120). The University also provides laboratory services. In Toronto contact 965-6695.

416-965-1241

AG & FOOD, EXTENSION BR operates the Ontario farm management program to encourage farmers to use modern techniques to manage their livestock, **soils**, crops, machinery and finances. Administers the Farm Productivity Incentive Program which provides financial assistance to farmers for certain capital improvements and soil management projects on their farms. Local agricultural representatives (AG REPS) provide individual counselling, in-depth courses, commentaries over various media, displays and tours. Also act as resource for the Four-H (4-H) and Junior Farmer programs which provide agricultural and leadership training as well as social benefits for youth in rural areas. The branch is headquarters for the Junior Farmers' Association of Ontario. Contact AG REPS in county or district offices listed in the Appendix.

416-562-4141

AG & FOOD, HORTICULTURAL RESEARCH INSTITUTE OF ONTARIO in Vineland conducts horticultural research (including studies on **soils** and crops) to increase production and develop new varieties of farm products (e.g. fruit & vegetables including mushrooms) and wine. The Institute also coordinates all horticultural research and service programs supported by the ministry. Serves farmers, growers of ornamental plants, food processors and wine makers. Research is conducted at four units located at Simcoe, Holland Marsh and two at Vineland. The Institute provides propagating material (cuttings, etc.) to growers and nurseries.

416-824-4120

AG & FOOD, PROVINCIAL PESTICIDE RESIDUE TESTING LABORATORY in Guelph provides a chemical analytical service to all provincial ministries for the detection and measurement of pesticides, herbicides, fungicides, related industrial pollutants and heavy metals in the following areas: plant and animal tissues, fish and wildlife, **soils**, water, air and human tissues. Interprets significance of analytical results. Contact laboratory or ministries involved for research papers and reports. Identification of insects may be done by the Department of Environmental Biology, Rm 102, Graham Hall, University of Guelph upon receipt of carefully packed sample.

416-965-1081

AG & FOOD, **SOILS AND CROPS** BR provides information at local offices throughout the province on the commercial production of field and horticultural crops (e.g. greenhouse vegetables and ornamental plants, mushrooms). Information is available to commercial growers on restrictions in use of pesticides. Responsible for administration of the Weed Control Act through municipally-appointed inspectors. Complaints should be directed to the municipality. Inquiries on non-commercial (e.g. household and urban) growing should be referred to the Agricultural & Horticultural Societies Br at 965-1091. Contact Ministry's county or district office listed in the Appendix.

416-965-6343

ENV, AIR RESOURCES BR supplies base information for the development of the Ministry's policies and programs to achieve and maintain desirable air quality in Ontario. Sets air quality objectives and emission standards. Conducts environmental assessments such as studies on the effect of land use on air quality and air quality assessments for land use planning. Performs spot checks of vehicles for sale at used-car dealers to ensure compliance with auto emission control standards. Operates an air pollution index (965-9150) and alert

system and produces air quality reports. Assesses immediate and long-term effects of contaminants on **soils** and vegetation and investigates vegetation damage claims. Conducts studies into technological developments, industrial trends and pollution problems, including hazardous agents and other emissions. Administers environmental research grants. Contact regional or district offices listed in the Appendix.

416-248-3987

**TR & COMM, ENGINEERING MATERIALS OFFICE**, Materials & Laboratory Services Section (248-3684) provides laboratory testing, technical evaluation and approval services related to **soils**, aggregates, asphalt, concrete, metals and chemicals used in construction and maintenance of highways and structures, e.g., bridges. Quality Assurance Section (248-3688) provides quality assurance policies and guidelines for Portland and asphalt concrete pavements and provides specialized expertise in this area. Soil Mechanics Section (248-3282) carries out field investigations and recommends type of structure foundations and provides specialized expertise in this area. Pavement Design & Management Section (248-3255) provides pavement structure design and management as well as aggregate use policies and guidelines and provides specialized expertise in these areas.

## **SOL GEN ADMINISTRATIVE SERVICES**

416-965-7115

**SOL GEN, ADMINISTRATIVE SERVICES** provides the ministry with administrative services. For a description of functions, see first entry under Administrative Services.

## **SOL GEN CENTRE OF FORENSIC SCIENCES**

416-965-2561

**SOL GEN, CENTRE OF FORENSIC SCIENCES** prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc. by means of scientific examination of physical objects and materials. Supervises Ontario's breath testing program and is responsible for the acquisition and maintenance of breathalyzers and the training of operators (965-9507). Maintains a library and provides educational programs and materials for persons and agencies using forensic science services.

## **SOL GEN CHIEF CORONER'S OFFICE**

416-965-6678

**SOL GEN, CHIEF CORONER'S OFFICE**. Coroners investigate sudden and unexpected deaths; inform the public re prevention of similar deaths; order autopsies for medical legal reasons; conduct inquests; sign certificates for cremation and for shipment of bodies out of Ontario; complete medical certificates of death in coroners' cases. The Office administers the Human Tissue Gift Act (re: donation of bodies or parts of bodies for therapeutic purposes, medical education or scientific research). Adults may give consent by signing donor section of driver's licence or donor card available from Coroner's Office, orally during last illness in presence of at least two witnesses, or in writing. The Office inspects Schools of Anatomy in Ontario and supplies them with donated or unclaimed bodies. Contact Chief Coroner's Office, 965-6678, 26 Grenville St., Toronto or regional coroners listed in the Appendix.

## **SOL GEN FINANCIAL SERVICES BR**

416-965-4425

**SOL GEN, FINANCIAL SERVICES BR** supplies the Ministry with financial services. For a description of functions, see first entry under Accounting.

**SOL GEN FIRE MARSHAL'S OFFICE**

416-965-4858

SOL GEN, FIRE MARSHAL'S OFFICE. Fire Advisory Services (965-4858) assists municipalities in establishing municipal fire departments, e.g., conducts staff training & technology courses. Develops fire prevention by-laws, prepares equipment specifications. Conducts municipal fire protection surveys & fire department promotional examinations. Technical & Consulting Services (965-4858) advises ministries and agencies and participates in fire codes and advisory committees. Approves results of product tests for fire safety. Approves plans for government buildings including institutions and inspects hotels not already licensed and inspected by the Liquor Licence Board. Issues licences to lightning rod installers and agents; inspects these installations. Advisory services are conducted from Toronto and district offices (listed in the Appendix). See also other entries under Sol Gen Fire Marshal's Office.

**SOL GEN FIRE MARSHAL'S OFFICE FIRE INVESTIGATIONS**

416-965-4861

SOL GEN, FIRE MARSHAL'S OFFICE, FIRE INVESTIGATIONS SERVICES investigates causes of incendiary, large loss and fatal fires and gaseous explosions. Assists Crown Attorneys and Coroners dealing with these matters. See also other entries under Sol Gen Fire Marshal's Office.

**SOL GEN FIRE MARSHAL'S OFFICE PUBLIC INFORMATION**

416-965-4871

SOL GEN, FIRE MARSHAL'S OFFICE, PUBLIC INFORMATION SECTION provides information service on fire prevention and public safety. Releases articles and information to the news media. Supplies municipal fire departments with technical, legal and educational publications for public distribution. Publishes fire loss statistics. Provides films and audio-visual materials. See also other entries under Sol Gen Fire Marshal's Office:

**SOL GEN FORENSIC PATHOLOGY BR**

416-965-1554

SOL GEN, FORENSIC PATHOLOGY BR assists in determining the cause of deaths in unusual circumstances and in unveiling concealed homicides through autopsies and biological and other techniques of forensic science. Supervises regional pathologists (i.e., medical practitioners called upon by coroners to perform forensic investigations). Supports pathologists' and law enforcement officers' continuing education in legal medicine and investigations of sudden deaths.

**SOL GEN INTERNAL AUDITOR**

416-965-5020

SOL GEN, INTERNAL AUDITOR is responsible for the Ministry's internal audit function. For a description of activities, see first entry under Audit.

**SOL GEN LEGAL SERVICES**

416-965-3440

SOL GEN, LEGAL SERVICES provides legal services to the Ministry. For a description of functions, see first entry under Legal Services.

**SOL GEN MINISTRY SECRETARIAT**

416-965-2048

SOL GEN, MINISTRY SECRETARIAT provides staff support to the Minister and Deputy Minister in policy development, planning, budget preparation, communications and the application of modern management techniques. The information service function for the Ministry is performed by the Communications Policy Advisor (965-2048). See first entry under Information Service for a description of activities.

**SOL GEN ONTARIO POLICE ARBITRATION COMMISSION**

416-965-3348

SOL GEN, ONTARIO POLICE ARBITRATION COMMISSION under Section 39(6) A, B, C, D, E of the Police Act is responsible for monitoring and evaluating the effectiveness of the police arbitration system and making recommendations for its improvement.

**SOL GEN ONTARIO POLICE COMMISSION**

416-965-6071

SOL GEN, ONTARIO POLICE COMMISSION ensures adequate Ontario policing by organizing, training and encouraging use of modern technology and cooperation among police in all municipalities for efficient law enforcement. Advises on organization of police in regional governments. Coordinates police communications and info systems (CPIC - Canadian Police Information Centre). Analyzes and disseminates criminal intelligence information (CISO - Criminal Intelligence Service, Ont.) (965-8910). Ontario Police Commission trains all levels of police personnel at Ontario Police College, Aylmer, Ontario (519-773-5361).

**SOL GEN ONTARIO POLICE COMMISSION TECH SERVICES**

416-965-3281

SOL GEN, ONTARIO POLICE COMMISSION TECHNICAL SERVICES BR provides technological support and advice for all accredited police forces in Ontario. Program Development Section is involved in Computer Assisted Dispatch & Records Entry (CADRE), Canadian Police Information Centre (CPIC) network management, computer systems for police and digital communications technology. Communications Services assists in upgrading voice communications facilities for Integrated Radio Services Program (IRSP). Administers grants to police forces of municipalities for new radio systems under this program. Operational Support Services assists forces in operation of support systems such as Canadian Police Information Centre (CPIC).

**SOL GEN OPP ANTI-RACKETS BR**

416-965-8117

SOL GEN, OPP, ANTI-RACKETS BR provides assistance to all police forces and government agencies in Ontario on investigations relating to white collar crime, frauds, rackets, schemes, counterfeiting and forgery. For general inquiries, contact 965-8117. For inquiries on counterfeiting call 965-1883. OPP district headquarters are listed in the Appendix.

**SOL GEN OPP AUXILIARY POLICE BR**

416-965-4400

SOL GEN, OPP, AUXILIARY POLICE BR consists of volunteer auxiliary police who report to regular detachments and assist with regular police duties. Apply at local OPP detachment. Requirements to become a member of the OPP auxiliary are exactly the same as

those of the regular force. The branch monitors the training and operational aspects of regular force Tactics & Rescue Units, Canine Teams, Scuba Teams, Marine Units, Explosives Disposal Units, Pipe Band (OPP Pipes & Drums). Coordinates and liaises with OPP Training Branch on the selection of force personnel for specialized courses. Coordinates and liaises with the Ministry of Natural Resources re flood control advisory information. OPP district headquarters are listed in the Appendix.

**SOL GEN OPP CAREER MANAGEMENT BR**

416-965-4468

SOL GEN, OPP, CAREER MANAGEMENT BR handles uniformed personnel recruitment and retains competent uniformed staff for employment in the Ontario Provincial Police (OPP). Manpower Administration section (965-8120) administers uniformed force management and staff development programs (e.g., the bilingual capabilities program), force promotional process and performance review programs. This includes keeping personnel files on uniformed staff and civilian complement control. Staff Relations Section (965-8406) deals with OPP staff and their family survivors. Provides services which include labour relations, counselling employees with medical and emotional problems, alcoholic rehabilitation. Provides liaison with the Ministry of the Solicitor General regarding negotiations with Ontario Provincial Police Association and the application of the Public Service Act.

**SOL GEN OPP CENTRAL RECORDS & COMMUNICATIONS BR**

416-965-4456

SOL GEN, OPP, CENTRAL RECORDS & COMMUNICATIONS BR maintains a central police records centre, the Ontario Provincial Police (OPP) teletype network, and Canadian Police Information Centre (CPIC) computer terminals at OPP installations. The branch provides management information; also disseminates information to law enforcement agencies on criminal activities, suspended Ontario drivers, and vehicles registration. OPP district headquarters are listed in the Appendix.

**SOL GEN OPP COMMUNITY SERVICES BR**

416-965-4474

SOL GEN, OPP, COMMUNITY SERVICES BR administers safety and crime prevention programs and a police complaints bureau. Provides public relations and information service for the Ontario Provincial Police force. Complaints Bureau (965-0282) handles police complaints concerning the OPP. To contact closest OPP detachment in case of an emergency, outside Metro Toronto call Operator and ask for Zenith 50,000.

**SOL GEN OPP CRIMINAL INVESTIGATION BR**

416-965-8105

SOL GEN, OPP, CRIMINAL INVESTIGATION BR provides assistance to all police forces in Ontario and to other Ontario Government Agencies in the investigation of serious criminal activities. OPP district headquarters are listed in the Appendix.

**SOL GEN OPP FIELD ADMINISTRATION BR**

416-965-4890

SOL GEN, OPP, FIELD ADMINISTRATION BR provides administrative advice and assistance to the 16 OPP District Headquarters and OPP detachments. The branch is responsible for manpower deployment, administration of field budgets and Detachment Planning Program in all OPP jurisdictions. Also coordinates the activities of the Helicopter Section. OPP district headquarters are listed in the Appendix.

**SOL GEN OPP INDIAN & MUNICIPAL POLICING SERVICES**

416-965-4308

SOL GEN, OPP, INDIAN & MUNICIPAL POLICING SERVICES is responsible for Indian reserve policing in the Province of Ontario. Programs include the appointments of special constables at the request of Indian Band Councils to police their particular reserves. The OPP administers the training, salary and equipment of the special constables through the provisions of the federal-provincial cost-sharing agreement. Municipal policing involves the drawing up of contracts with municipalities which have opted for policing by OPP rather than maintain their own force, and other related matters. Also provides flying patrols in the northwestern & eastern portions of the province. Police aircraft visit isolated Indian communities on a regular basis. OPP district headquarters are listed in the Appendix.

**SOL GEN OPP INTELLIGENCE BR**

416-965-8108

SOL GEN, OPP, INTELLIGENCE BR collects and disseminates police information relating to organized crime. OPP district headquarters are listed in the Appendix.

**SOL GEN OPP PLANNING AND RESEARCH BR**

416-965-2542

SOL GEN, OPP, PLANNING AND RESEARCH BR provides consulting services to the Ontario Provincial Police (OPP) and other related ministry agencies. Develops policies, procedures and organizational methods, including Special Projects, Systems Development & Programming, Data Processing, Statistical Analysis and Records Management.

**SOL GEN OPP POLICY ANALYSIS SECRETARIAT**

416-965-2264

SOL GEN, OPP, POLICY ANALYSIS SECRETARIAT serves the Ontario Provincial Police Commissioner's Office in the development of, or response to, policy initiatives in order to assist in a more effective decision making process.

**SOL GEN OPP PROPERTIES BR**

416-965-3931

SOL GEN, OPP, PROPERTIES BR provides coordinating services to all agencies within the Ministry for buildings, properties, leasing, parking and telephone requirements.

**SOL GEN OPP QUARTERMASTER STORES BR**

416-965-4485

SOL GEN, OPP, QUARTERMASTER STORES BR is responsible for stocking and distributing all items of uniform and equipment, stationery and office supplies for the Ontario Provincial Police, the Ontario Government Protective Service, Indian policing and auxiliary police. Maintains a repository of weapons seized by police forces, which have been cleared for disposal. OPP district headquarters are listed in the Appendix.

**SOL GEN OPP REGISTRAR OF FIREARMS**

416-965-4488

SOL GEN, OPP, REGISTRAR OF FIREARMS approves issuing of permits to register and carry weapons in Ontario as outlined in the Criminal Code (Canada). The Chief Provincial Firearms Officer's Section (965-5525) represents the Solicitor General in firearms matters and administers the Firearms Business Permit System and the Firearms Acquisition Certificate System. Permits and acquisition certificates are issued by municipal police forces in municipi-

palities exceeding 15,000 in population. In smaller communities contact local OPP detachment.

## **SOL GEN OPP REGISTRAR OF PRIVATE INVESTIGATORS**

416-965-5814

SOL GEN, OPP, REGISTRAR OF PRIVATE INVESTIGATORS & Security Guards investigates and approves the licensing of agencies that provide the services of private investigators and security guards. Issues licences to agency employees to act as private investigators or security guards. OPP district headquarters are listed in the Appendix.

## **SOL GEN OPP SECURITY BR**

416-965-8111

SOL GEN, OPP, SECURITY BR provides police security for top government officials and visiting dignitaries. Provides expertise on all aspects of physical security to Ontario Government ministries. Provides uniformed security guards to patrol Ontario Government buildings in Queen's Park (965-2549).

## **SOL GEN OPP SPECIAL INVESTIGATIONS BR**

416-965-8114

SOL GEN, OPP, SPECIAL INVESTIGATIONS BR provides assistance to Crown attorneys and law enforcement agencies including Chiefs of Police and other government agencies. Drug Enforcement Section (965-8114) conducts investigations concerning the suppression of illegal drugs. Liquor Laws Enforcement Section (965-8114) conducts investigations relating to liquor licencing and liquor law infractions. Anti-Gambling Section (965-8114) deals with control of gambling and improprieties in Thoroughbred and Standardbred horse racing. Also is involved with control of pornography (965-1736). Auto Theft Section (965-8049) conducts investigations concerning all thefts of motor vehicles including organized vehicle theft rings and expert vehicular (or parts) identification. OPP district headquarters are listed in the Appendix.

## **SOL GEN OPP STAFF INSPECTIONS BR**

416-965-4434

SOL GEN, OPP, STAFF INSPECTIONS BR audits the programs and activities of the Ontario Provincial Police to ensure there is adherence to Force Policy (Police Orders and Police Act) and undertakes internal investigations, special studies and assignments.

## **SOL GEN OPP TRAFFIC INVESTIGATIONS BR**

416-965-5444

SOL GEN, OPP, TRAFFIC INVESTIGATIONS BR enforces vehicle traffic laws. Investigates complaints about all aspects of traffic and analyzes collisions of vehicles to determine how to make highways safer. OPP district headquarters are listed in the Appendix.

## **SOL GEN OPP TRAINING BR**

416-965-5421

SOL GEN, OPP, TRAINING BR provides police training courses for force members at all levels including motorcycle, marine, search and rescue, canine training and diver training. Coordinates the attendance of members at training courses conducted by other agencies.

**SOL GEN OPP TRANSPORT BR**

416-965-4477

SOL GEN, OPP, TRANSPORT BR provides and maintains the mobile equipment to meet Ontario Provincial Police (OPP) transportation needs. There is a branch garage at the OPP district headquarters in Thunder Bay (807-344-8421) and another in Kenora (807-468-8971). OPP district headquarters are listed in the Appendix.

**SOL GEN PERSONNEL SERVICES BR**

416-965-6784

SOL GEN, PERSONNEL SERVICES BR performs the personnel functions for the ministry with the exception of OPP uniformed recruitment, uniformed staff development and staff relations with the Ontario Provincial Police Association (OPPA) which is the responsibility of the OPP Career Management Br. The Personnel Branch may be reached at 965-8404 for the following services: civilian recruitment, classification (all), documentation (all), staff relations (civilian). For other functions contact 965-6784. For description of branch activities, see first entry under Personnel.

**SOL GEN PLANNING & EVALUATION BR**

416-965-5126

SOL GEN, PLANNING & EVALUATION BR provides overall Ministry coordination of strategic planning, evaluation and priority setting. Assists program managers to establish objectives and priorities; develops measures of performance, effectiveness, costs, benefits and statistical techniques. Provides systems development and maintenance services to ministry agencies. Develops and maintains the ministry Management By Results (MBR) System; evaluates performance by monitoring input and output through a Quarterly Performance Report and identifies productivity improvements by keeping abreast of research and technological developments in other jurisdictions. Also encourages productivity studies on operations and represents the Ministry at meetings with other agencies and jurisdictions on statistics, metric conversion and other special projects.

**SOL GEN RADAR WARNING DEVICES**

416-965-3440

SOL GEN, RADAR WARNING DEVICES. An amendment to the Highway Traffic Act, passed and effective Dec. 16, 1977 prohibits a person from driving a motor vehicle equipped with a radar warning device. The new legislation empowers a police officer to search any vehicle reasonably suspected of carrying a radar warning device and to seize any such device. Those convicted may be fined and the device forfeited to the Crown. If faced with a legal problem or in order to get an authoritative interpretation of the law, refer to the Act or consult a lawyer. The Act is available from: Ontario Government Bookstore, 880 Bay St. Toronto (965-2054).

**SOL GEN RETAIL BUSINESS HOLIDAYS ACT**

416-922-5450

SOL GEN, RETAIL BUSINESS HOLIDAYS ACT came into force Jan. 1, 1976 to provide for common days of rest on which retailing is kept to a minimum and leisure time activity is encouraged. It requires Ontario retail business establishments to close each Sunday, New Year's Day, Good Friday, Victoria Day, Dominion Day, Labour Day, Thanksgiving Day, Christmas Day & Boxing Day. Certain business establishments are exempt. The law is enforced by the police. Telephone No. 922-5450 provides recorded information. If faced with a legal problem or in order to get an authoritative interpretation of the law, refer to the Act or

## 598 SOLAR ENERGY

consult a lawyer. The Act is available from: Ontario Government Bookstore, 880 Bay St., Toronto (965-2054).

### SOLAR ENERGY

Solar Energy, see Energy Conservation & Renewable Energy Program.

### SOLE PROPRIETORSHIPS

Sole Proprietorships, see Proprietorships

### SOLICITOR GENERAL

Solicitor General, Ministry of, see SOL GEN Branch Name

### SOLID WASTE

Solid Waste, see Env Waste Management Br Waste Systems Planning, also Waste.

### SPEAKER'S OFFICE

416-965-2331

LEGISLATIVE ASSEMBLY, **SPEAKER'S OFFICE**. The Speaker of the Assembly is its Chief Presiding Officer and is responsible for both policy and operations. The Speaker is also Chairman of the Board of Internal Economy that governs financial affairs of the Assembly including review of estimates. The office includes the Sergeant-at-Arms of the Assembly as well as the pages employed during sessions and provides information on the schedule of sittings and sessions of the Legislature. Other offices reporting to the Assembly through the Speaker include those of the Provincial Auditor, Ombudsman, Election Office, Commission on Election Contributions and Expenses.

### SPECIAL EDUCATION

416-965-2663

EDUC, **SPECIAL EDUCATION** BR advises Minister on program policy regarding the education of exceptional students in elementary and secondary schools and schools for trainable retarded; provides liaison with professional and parent groups and government agencies regarding programs for exceptional students. Provides counselling, resources and guidelines to school boards for **special education** programs operated by local school systems, and to faculties of education which offer courses in **special education**. Operates residential school programs in schools for the blind and deaf; in developmental centre schools for the retarded, developmentally handicapped or emotionally disturbed; in training centres for juveniles and for children with severe learning disabilities. Operates a teacher education centre in Belleville for teachers of the deaf. These residential schools also serve as resource centres for local school boards establishing local day school programs for exceptional students (965-9222).

### SPECIAL OCCASION PERMITS

416-965-4654

CCR, **LIQUOR LICENCE BOARD OF ONTARIO (LLBO)** issues, renews, transfers, suspends and revokes liquor licences for on-premise sale and consumption of alcohol, including **special occasion permits**. The Liquor Licence Board also regulates advertising for and inspects all licensed establishments. Age of Majority Cards are available on a voluntary basis to Ontario residents over 19. Application forms may be obtained from liquor stores and brewers retail outlets. For information on obtaining liquor licences call 965-4691; Age

of Majority Cards, 965-4964; **special occasion permits**, 965-4675; advertising, 965-3450; inspections, 965-4666.

## SPEECH PATHOLOGY

416-965-8045

**HEALTH, PROGRAM ADVISORY BR** consultants who are experienced in their own fields of personal health care provide the ministry with expertise and advice on the entire health care delivery system and increasingly in health care planning. New objectives are to seek lower cost alternatives to present aspects of the system. Consultants represent general and specialty physicians, veterinary medicine, physiotherapy, occupational therapy, **speech pathology** & audiology, nursing, social work, special projects. They serve on Branch Committees and Planning Teams and on various Task Forces to help formulate Ministry policy. The Branch manages these programs: Adult Community Mental Health, Alcohol & Drug Abuse, Long Term Care, Emergency Health Services, Rehabilitation, the Underserved Area Program (965-1170) (bursaries for physicians to practise in rural and isolated communities), Health Service Organizations (HSO) and Alternate Payments. See also other programs listed under Health Program Advisory Br, Program Name.

## SPEED LIMITS

416-248-3781

**TR & COMM, MAINTENANCE BR, TRAFFIC ENGINEERING** Office develops and implements policies, standards and procedures for traffic control devices such as traffic signs, signals, illumination, **speed limits**, etc. Develops improvements in traffic control techniques and devices and assists in municipal studies and improvements. Provides traffic data collection service for other branches of the ministry. Conducts Freeway Surveillance Program. Contact Operations Regional or District Offices listed in the Appendix. See also other entries under Tr & Comm Maintenance Br for other activities of this branch.

416-248-7191

**TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR**, through the Drivers & Vehicles Research Program improves safety and operational efficiency of road transportation by studying driver, vehicle and roadway operating characteristics, i.e., effectiveness of seat belt legislation and lowered **speed limits**, drinking and driving, driver education. Improves public transit service acceptability by studying rider attitudes, preferences and behaviour concerning conventional modes of transportation. Studies social impact of ministry undertakings through citizen involvement procedures. This includes effect of noise, impact of constructing new roads and highways and effect of energy future.

## SPIRITS

Spirits, see Liquor

## SPORT ONTARIO

Sport Ontario (Ontario Sports Administration Centre), see Cult & Rec Sports Services Section.

## SPORTS

416-965-5399

**CULT & REC, CAPITAL SUPPORT UNIT** coordinates capital support programs of the ministry. These include capital grants (965-8433) for community recreation centres, **sports** facilities, arts facilities such as theatres and art galleries, exhibition spaces, museums, heritage conservation projects, facilities for libraries and multicultural centres. Planning & Technical

Services Section (965-3034) is responsible for policy development, priority setting and program planning and evaluation of the Ministry's capital grants programs. It also provides Capital Support Unit, Ministry field offices and clients (municipalities, community groups) with planning and technical advice and information on the development of cultural and recreational facilities. Contact Field Offices listed in the Appendix.

416-965-6546

**CULT & REC, SPORTS SERVICES SECTION**, Sport, Fitness & Recreation Services Br encourages participation in **sports** for individual enjoyment. Promotes competition in multi-sports games (e.g., Regional & Prov'l; Ont. Summer & Winter Games for the able bodied & the disabled). Provides administrative, consultative services & grants to provincial sport governing bodies (965-4591). The Ontario **Sports** Admin. Centre (964-8655), a private organization that provides administrative services for these governing bodies, is funded by this Ministry. **Sports** Awards Program honors accomplishments of athletes & citizens in amateur sports. Coaching Development Program improves calibre of leadership in amateur sport through coaches & officials. Ontario **Sports** Travelcade takes sports & fitness resources around Ontario to help raise level of expertise of athletes & coaches. Ontario Elite Athlete Assistance Program provides limited financial assistance to selected amateur athletes for training & competition.

416-965-2390

**CULT & REC, WINTARIO GRANTS** Information Office, part of the Communications Br, is an information service for the Wintario Grants Program. Net profits from Wintario are available to non-profit community groups, organizations, municipalities and Indian Band Councils for capital and non-capital projects concerning **sports**, recreation, fitness, arts, heritage, public libraries, multiculturalism and citizenship and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

## ST CLAIR PARKWAY COMMISSION

519-862-2291

**NAT RES, ST CLAIR PARKWAY COMMISSION** in Corunna is responsible for the establishment of a parkway along the St. Clair River from Point Edward on Lake Huron to Mitchell's Bay on Lake St. Clair. The **St Clair Parkway Commission** is a joint program of parks and recreation development by the Province of Ontario, County of Lambton, County of Kent, City of Chatham and the City of Sarnia.

## ST LAWRENCE LOUNGE

St Lawrence Lounge performances (At Queen's Park series), see Intgov Aff Protocol Services Br.

## ST LAWRENCE PARKS COMMISSION

613-543-2951

**NAT RES, ST LAWRENCE PARKS COMMISSION**, Morrisburg, Ontario operates and maintains parks, campgrounds and historic sites from the Ontario-Quebec border to 30 miles west of Kingston on Highway 33. Historic sites are Old Fort Henry at Kingston and Upper Canada Village east of Morrisburg. Other facilities include a Wildfowl Sanctuary, an 18 hole golf course, a railroad museum, nature trails and Pioneer and Loyalist memorials. Winter recreation facilities include cross-country skiing, snowmobiling, tobogganing, snowshoeing. A maple sugar bush, skating and horse drawn sleigh rides operate at Upper Canada Village. A marina and riding stable are operated as concessions on Commission lands.

**STAFF DEVELOPMENT CENTRE**

Staff Development Centre, see Civ Serv Staff Dev Br Staff Development. For staff development in the Ontario Public Service, see Civ Serv Staff Dev Br entries.

**STANDARDS**

Standards, see Ind & Tour Metric & Standards Secretariat.

**STANDING COMMITTEES**

Standing and Select Committees, see Legislative Assembly Clerk's Office

**STATIONARY ENGINEER**

Stationary Engineer, see CCR Pressure Vessels Safety Br.

**STATIONERY SERVICE**

Stationery Service, see Govt Serv Printing Services Br.

**STATISTICAL SERVICES**

Statistical Services, see Treas Econ Central Statistical Services.

**STATISTICS**

416-965-1064

AG & FOOD, ECONOMICS BR undertakes research into economic aspects of agriculture including production, marketing, land use planning, rural sociology, **statistics**.

416-965-1687

CCR, OFFICE OF THE REGISTRAR GENERAL registers and records Ontario births, deaths, marriages and still-births. It also keeps adoption, divorces and name changes records. **Statistics** relating to births, deaths, marriages, divorce and still-births are compiled annually. Plastic, paper and certified photocopies of birth, death and marriage certificates are provided to those entitled on application and payment of \$3.00 each. For correction of errors in registrations, contact Amendments Section, 965-2260. Under the Marriage Act certificates of registration are issued to people authorized to perform marriages in Ontario. Contact Marriage Office, 965-2026. Contact Office of the Registrar General or local municipal office for advice on registration of births or deaths.

416-965-6407

COLL UNIV, INFORMATION RESOURCES BR. Information Services Section performs duties described in first entry under Information Service, particularly as they relate to the Ontario Student Assistance Program (student awards), apprenticeship (manpower training), and post-secondary educational institutions such as universities, Ryerson Polytechnical Institute, Ontario College of Art, Colleges of Applied Arts and Technology, and registered private vocational schools. The Library Services Section (965-1451) runs a specialized library and provides reference services. The Data Systems Section maintains **statistics** on enrolment of students in post-secondary educational institutions throughout the province and provides statistical data support for the ministry's planning, policy-making and administrative activities. The Review and Development Section provides the ministry with consulting services related to design, development and implementation of research projects.

416-965-5006

COMM SOC, CAPITAL & ADMINISTRATIVE SERVICES BR provides technical expertise and consultative services to municipalities, Indian Band Councils and non-profit or charitable organizations that want to establish facilities for rehabilitation, residential and

social services under various Acts administered by the ministry. Financial Section (965-9160) controls, processes and records transfer payments to municipalities, Indian Band Councils and charitable organizations for the establishment and renovation of facilities and maintains **statistics** on these facilities. The branch is responsible for the ministry's fire safety program. Contact regional, area and local offices listed in the Appendix. The branch operates the ministry library (965-2300) and supplies the ministry with administrative services (see first entry under Administrative Services for a description of this function). Advises ministry program managers on control of direct operating expenditures.

COMM SOC, CHILDREN'S SERV DIV, DAY NURSERIES PROGRAM supervises and issues licences to nursery schools, day care centres and private home day care agencies. Provides information and consultation to provincial associations and groups regarding development of programs, staffing and legislation, and special day care programs (e.g. for native peoples, handicapped, etc.). Provides financial assistance to municipalities, approved groups who are incorporated and Indian Band Councils to establish day nurseries and to municipalities to provide financial assistance to eligible individuals seeking day care. Maintains **statistics** on day nurseries. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-965-2696

CULT & REC, PROVINCIAL LIBRARY SERVICES is responsible for assistance to public libraries throughout Ontario. Provides grants, by-laws and **statistics** and other information assistance. Maintains close liaison with associations related to library functions and develops library services on a province-wide basis. Publishes the Ontario Library Review and In Review: Canadian Books For Young People.

416-965-2624

EDUC, INFORMATION SYSTEMS & RECORDS BR is in charge of: issuance of certificates to elementary and secondary school teachers (965-2600), evaluation of teaching qualifications (965-6126), evaluation of foreign educational documents of landed immigrants for employment or study at the elementary and secondary school levels (965-1356), admission of teachers to Ministry summer courses (965-4487), secondary school diplomas and scholarships (965-7291), transcripts of student records (965-7291), transcripts of training courses for teachers (965-2600), and cataloguing of private schools (965-6802). Provides coordination, research and evaluation of management information gathered from school boards, schools, teachers and students (965-6802). Compiles, analyzes and disseminates **statistics** relating to all aspects of education (965-2660). Coordinates the ministry's French language services (965-5481).

416-965-8163

HEALTH, DATA DEVELOPMENT AND EVALUATION BR is responsible to all levels of the health care sector engaged in the planning and evaluation process for the identification, interpretation and provision in an aggregate form, of health and socio-economic information in areas such as health care utilization, monitoring of health care payment systems, regional distribution of health care services, and health care **statistics** related to hospitals and other medical and health care institutions.

416-965-7119

IND & TOUR, INDUSTRY & TRADE ANALYSIS BR Economic Analysis Section (965-5354) analyzes major industrial development issues to develop recommendations that will enhance the Ontario business environment. Market Research Section (965-4347) collects and analyzes international and domestic market data to assist expansion and diversification of Ontario manufacturing industry. Provides **statistics** and market data to industrial

development and marketing officers and to the business community. Provides name of manufacturers of unusual or hard to find products. Publishes 'Ontario in Statistics' and 'Ontario Exports by Countries and Commodities'. A booklet on the exports business (Exporting Made Easier) is also available on request (965-8644).

416-965-5491

IND & TOUR, INDUSTRY BR, Product-Manufacturing Development Section assists the manufacturing industry to expand and diversify production by identifying opportunities through licensing arrangements, joint ventures, mergers and acquisitions, contracts and inventions, Product Prospecting Missions, Manufacturing Opportunity Days (MOD), Shows and Bulletins. A cooperative federal-provincial program between this ministry and the Department of Industry, Industry, Trade & Commerce has been developed to provide Ontario industries and the Ontario government with information on manufacturing industry **statistics** from a computerized data base. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Industrial Dev and Ind & Tour Industry Br Industrial Services.

416-965-1559

NAT RES, MINERAL RESOURCES BR develops and administers mineral resources policies. Maintains **statistics** on mineral economics (965-1016) and determines availability of resources such as metals, industrial minerals, nonmetals and petroleum. Issues precious metals refinery licences. Administers the Pits & Quarries Control Act (965-3127), Petroleum Resources Act, Section 113 of the Mining Act. Petroleum Resources Section (965-1981) issues licences to lease property for the purpose of producing natural gas or oil or for geochemical and geophysical exploration. Issues permits to drill wells and to operate machinery.

416-965-2923

REVENUE, REVENUE RESEARCH BR prepares, for ministry use only, management information and **statistics** on tax administration. Undertakes special studies on tax research matters, Revenue Division planning, legislation control.

416-965-4871

SOL GEN, FIRE MARSHAL'S OFFICE, PUBLIC INFORMATION SECTION provides information service on fire prevention and public safety. Releases articles and information to the news media. Supplies municipal fire departments with technical, legal and educational publications for public distribution. Publishes fire loss **statistics**. Provides films and audio-visual materials. See also other entries under Sol Gen Fire Marshal's Office.

416-965-7143

TR & COMM, DRIVER LICENSING OFFICE, Licensing & Control Branch issues an appropriate driver's licence (including learners permits, renewals, replacements and corrections of licences) to all eligible applicants in Ontario. Collects and refunds appropriate fees to drivers. Maintains **statistics** on collisions. For driver examination contact regional or district offices listed in the Appendix; in Toronto call Central Region Licence Issuing at Queen's Park, 965-2206 or at Downsview, 248-7163.

416-965-7078

TREAS ECON, CENTRAL STATISTICAL SERVICES supplies statistical services to individual ministries and to the central agencies of the Ontario Government to assist in planning and policy formulation. Coordinates activities with Statistics Canada and other statistical agencies. Publishes selected social and economic statistical reports through the Ontario Government bookstore. Provides a general statistical information service to the public and to ministries in the fields of population, social and economic **statistics** (965-7078);

demographic estimates and projections, Ontario Economic Accounts and specialized social and economic statistical studies (965-2217) as well as providing statistical survey and advisory services (965-3792).

## **STATUS OF WOMEN COUNCIL**

416-965-1111

**STATUS OF WOMEN COUNCIL** is an advisory Council consisting of a chairman and sixteen members, all appointed by the Government. Advises the Ontario Government through the Provincial Secretariat for Social Development, on matters pertaining to the status of women in Ontario. Coordinates and monitors the implementation of recommendations contained in the report 'Equal Opportunity for Women in Ontario: A Plan for Action'. Reports annually to the Legislature through the Provincial Secretary for Social Development. Several committees are active in such areas as: education, labour, health, child care and women with special needs.

## **STATUTES**

Statutes, see Legislation.

## **STATUTORY HOLIDAYS**

Statutory Holidays, see Labour Employment Standards Br.

## **STEAM PLANTS**

Steam Plants, see CCR Pressure Vessels Safety Br.

## **STEAMFITTER**

Steamfitter (certification), see Coll Univ Industrial Training Br Trades.

## **STIR**

STIR (Students In Industrial Relations), see Labour Personnel Br

## **STOCK YARDS**

416-965-5971

**AG & FOOD, LIVESTOCK BR** promotes production of livestock and high quality livestock products through management improvement programs and grants for Ontario producers. Maintains laboratories where milk samples are tested for butterfat content and a laboratory where feed samples are analyzed. This branch is responsible for acts affecting livestock producers, e.g., the Hunter Damage Compensation Act, the Artificial Insemination of Livestock Act (issuance of licences to providers of artificial insemination services for livestock), the Beef Cattle Marketing Act (licences of cattle dealers). Other acts provide for: the grading of livestock and poultry and the regulation of **stock yards**, licences to those who conduct auctions of pure-bred livestock, payment of licence fees to the Ont. Sheep Ass'n on the sales of wool. Livestock specialists are available to give management advice to producers throughout Ontario.

416-767-1163

**AG & FOOD, ONTARIO STOCK YARDS BOARD** operates under the federal Livestock & Livestock Products Act because of interprovincial trade. The Board provides facilities for the weighing of livestock and supervising all scale operations. Issues licences to sales agencies operating in the stock yard to act as representatives in the selling of livestock.

## STOCKBROKERS

416-963-0223

CCR, ONTARIO SECURITIES COMMISSION (OSC) maintains public files on companies' disclosure of take-over bids, proxy and proxy solicitation, insider trading and financial disclosure for the benefit of investors (963-0259). Processes mining and other prospectus offerings of securities as well as applications for transfer or release of securities from escrow (963-0239). Registers **stockbrokers**, salesmen and investment advisers, commodity futures dealers, salesmen and advisers (963-0228). Investigates complaints about **stockbrokers** and salesmen and commodity brokers and salesmen and complaints about actions by companies affecting the value of securities (963-0242). Answers general questions about commodity futures trading (963-0255).

## STORE CLOSING

Store Closing, see Sol Gen Retail Business Holidays Act.

## STORMS

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or **storms** (965-7499).

## STREAMS

Streams, see Lakes

## STRIKES

Strikes, see also Education Relations Commission, also College Relations Commission.

416-965-4108

LABOUR, CONCILIATION & MEDIATION SERVICES BR goals are to foster harmonious labour relations and to minimize disruption in the economy arising from **strikes** and lockouts. Provides conciliation officers who help labour and employers to arrive at a settlement of disputes. Provides mediation officers after the conciliation process if necessary. Also undertakes preventive mediation services during the term of an agreement. Parties in a labour dispute must use the government's conciliation services before resorting to **strikes** or lockouts.

416-965-4151

LABOUR, ONTARIO LABOUR RELATIONS BOARD administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for employers & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for employees in hospitals; Colleges Collective Bargaining Act. Also administers unfair declarations of **strikes** and lockouts and consents to prosecute under the School Boards and Teachers Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade unions

and construction industry employer organizations; investigates unfair labour practice by unions and employers; rules on the legality of **strikes** and lockouts; conducts arbitration hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

## STUDENT AWARDS

416-965-6407

COLL UNIV, INFORMATION RESOURCES BR. Information Services Section performs duties described in first entry under Information Service, particularly as they relate to the Ontario Student Assistance Program (**student awards**) apprenticeship (manpower training ), and post-secondary educational institutions such as universities, Ryerson Polytechnical Institute, Ontario College of Art, Colleges of Applied Arts and Technology, and registered private vocational schools. The Library Services Section (965-1451) runs a specialized library and provides reference services. The Data Systems Section maintains statistics on enrolment of students in post-secondary educational institutions throughout the province and provides statistical data support for the ministry's planning, policy-making and administrative activities. The Review and Development Section provides the ministry with consulting services related to design, development and implementation of research projects.

416-965-3871

COLL UNIV, POLICY AND PLANNING COORDINATION provides the ministry with policy and interpretation for the Ontario Student Assistance Program: the Ontario Study Grant Plan, Canada Student Loans Plan, Ontario Student Loan Plan, Ontario Special Bursary Plan, bilingual programs for **student awards**.

416-965-5241

COLL UNIV, STUDENT AWARDS BR has many **student awards** programs that offer financial assistance as loans, grants or bursaries to Ontario students studying at colleges and universities. Administers four plans based on financial need under the Ontario Student Assistance Program (OSAP): Ontario Study Grant Plan, Canada Student Loans Plan, Ontario Student Loan and Ontario Special Bursary. The branch also awards fellowships or scholarships for outstanding university graduate work: The Ontario Graduate Scholarship, The Sir John A. Macdonald Graduate Fellowship, Ontario-Quebec Exchange Fellowship and The Queen Elizabeth II Ontario Scholarships; and has programs for students and teachers for bilingual study: fellowships for studying French, Teacher's Summer Language Bursary, and Summer Language Bursary program. Students should apply through the **Student Awards** Office at the post-secondary institution of their choice. For private or out-of-province institutions, contact this branch.

## STUDENT EXCHANGES

Student Exchanges, see Coll Univ Student Awards Br, also Civ Serv French Language Services Unit, also Educ Student Activities & Special Projects.

## STUDENT GUIDANCE

Student Guidance Information Service, see Educ Student Activities & Special Projects Br.

## STUDENTS

Students, see also Youth.

416-965-6149

AG & FOOD, AGRICULTURAL MANPOWER SERVICES assists Ontario farmers with their manpower needs by providing information and advice on farm labour supply,

employment standards legislation, personnel management, job creation programs and training programs for farm workers. Assistance is also given to **students** involved in exchanges between farms in Ontario and foreign countries. This office is a member of the Ontario Federal-Provincial Agricultural Manpower Committee.

416-965-6407

COLL UNIV, INFORMATION RESOURCES BR. Information Services Section performs duties described in first entry under Information Service, particularly as they relate to the Ontario Student Assistance Program (student awards), apprenticeship (manpower training), and post-secondary educational institutions such as universities, Ryerson Polytechnical Institute, Ontario College of Art, Colleges of Applied Arts and Technology, and registered private vocational schools. The Library Services Section (965-1451) runs a specialized library and provides reference services. The Data Systems Section maintains statistics on enrolment of **students** in post-secondary educational institutions throughout the province and provides statistical data support for the ministry's planning, policy-making and administrative activities. The Review and Development Section provides the ministry with consulting services related to design, development and implementation of research projects.

416-965-5241

COLL UNIV, STUDENT AWARDS BR has many student awards programs that offer financial assistance as loans, grants or bursaries to Ontario **students** studying at colleges and universities. Administers four plans based on financial need under the Ontario Student Assistance Program (OSAP): Ontario Study Grant Plan, Canada Student Loans Plan, Ontario Student Loan and Ontario Special Bursary. The branch also awards fellowships or scholarships for outstanding university graduate work: The Ontario Graduate Scholarship, The Sir John A. Macdonald Graduate Fellowship, Ontario-Quebec Exchange Fellowship and The Queen Elizabeth II Ontario Scholarships; and has programs for **students** and teachers for bilingual study: fellowships for studying French, Teacher's Summer Language Bursary, and Summer Language Bursary program. **Students** should apply through the Student Awards Office at the post-secondary institution of their choice. For private or out-of-province institutions, contact this branch.

416-965-4530

COLL UNIV, VENTURE CAPITAL PROGRAM, part of the Ontario Experience Program provides loans to full-time senior secondary school, college or university **students** over the age of 18 to operate a business during the summer months.

416-750-3335

CORR SERV, HUMAN RESOURCES MANAGEMENT BR performs the personnel functions for the Ministry of Correctional Services. For a description of branch activities, see first entry under Personnel. Also operates summer employment programs for **students** based on experience and assigned-task projects for three month work periods in correctional institutions and is responsible for Ministry's Women's Advisor function.

416-750-3475

CORR SERV, NATIVE PROGRAM DEVELOPMENT, Community Program Development Br. This area is responsible for the development of policies related to the problems of native peoples who are inmates in Ontario correctional institutions and for the coordination and development of community-based and institutional programs directed to the needs of native inmates. Provides liaison with native organizations of Ontario. The Ministry provides scholarships for native **students** who have been accepted for full-time studies in the social sciences at an Ontario community college or university. Completion of studies will lead to work in the corrections field. Write to the Regional Personnel Adminis-

trator, Min. of Correctional Services, 229 Edmund St., Sudbury, Ont. P3E 1M1. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Restitution Program Development and Corr Serv Volunteer Programs.

416-965-2657

EDUC, CORRESPONDENCE EDUCATION BR provides Ontario residents with a program of elementary school correspondence courses (Grades 1-8) and secondary school correspondence courses (over a wide range of subjects). The courses are free of charge and available throughout the year. Certificates (diplomas) given to **students** upon successful completion of courses have the same value as certificates issued for completion of courses in Ontario elementary and secondary schools. For details about courses and eligibility for enrolment telephone 965-2657 or visit or write to Correspondence Education Branch, 909 Yonge Street, Toronto M4W 3G2; or contact Ministry Regional Offices, listed in the Appendix.

416-965-2190

EDUC, COUNCIL ON FRENCH LANGUAGE SCHOOLS ensures the continuing development of education for French speaking **students** in Ontario. The Council advises the Minister and the Deputy Minister of Education on all matters pertaining to French language schools.

416-965-6669

EDUC, EDUCATION DATA PROCESSING BR provides data processing services to the ministry and, through a cooperative remote job entry network, to a broad segment of the provincial educational community. Is responsible for systems development and maintenance for the ministry, some boards of education and schools. Systems include: the Student Guidance Information Service which offers career and educational planning information to **students**, the Student Scheduling System to test the viability of class scheduling timetables, the Personnel Payroll Administration System for school boards, and statistical and administrative systems for the ministry.

416-965-2624

EDUC, INFORMATION SYSTEMS & RECORDS BR is in charge of: issuance of certificates to elementary and secondary school teachers (965-2600), evaluation of teaching qualifications (965-6126), evaluation of foreign educational documents of landed immigrants for employment or study at the elementary and secondary school levels (965-1356), admission of teachers to Ministry summer courses (965-4487), secondary school diplomas and scholarships (965-7291), transcripts of student records (965-7291), transcripts of training courses for teachers (965-2600), and cataloguing of private schools (965-6802). Provides coordination, research and evaluation of management information gathered from school boards, schools, teachers and **students** (965-6802). Compiles, analyzes and disseminates statistics relating to all aspects of education (965-2660). Coordinates the ministry's French language services (965-5481).

416-965-2663

EDUC, SPECIAL EDUCATION BR advises Minister on program policy regarding the education of exceptional **students** in elementary and secondary schools and schools for trainable retarded; provides liaison with professional and parent groups and government agencies regarding programs for exceptional **students**. Provides counselling, resources and guidelines to school boards for special education programs operated by local school systems, and to faculties of education which offer courses in special education. Operates residential school programs in schools for the blind and deaf; in developmental centre schools for the retarded, developmentally handicapped or emotionally disturbed; in training centres for

juveniles and for children with severe learning disabilities. Operates a teacher education centre in Belleville for teachers of the deaf. These residential schools also serve as resource centres for local school boards establishing local day school programs for exceptional **students** (965-9222).

416-965-5620

EDUC, STUDENT ACTIVITIES & SPECIAL PROJECTS BR encourages educational and cultural exchanges of **students** and teachers (965-5635) and may provide grants for these projects. Projects include: Educational Exchange Programs and Ontario-Quebec School Twinning (965-5989), Ontario Young Travellers (965-5605), School Twinning Programs, e.g. Project Canada, Project School-to-School, Teacher Exchange Programs (965-1129) and Experience Programs (965-6329). Administers the Second-Language Monitor Program which encourages bilingual university **students** to act as teaching monitors to teachers of French or English as a second language (965-5996). Operates the Ontario Student Leadership Centre which accepts secondary school **students** for leadership training courses (965-6410). The Student Guidance Information Service (965-9676) provides computerized career and institutional information to schools. The branch prepares guidance documents and Ontario Student Record material.

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer **students**, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-6121

LABOUR, PERSONNEL BR performs the personnel functions (see first entry under Personnel) for the Ministry of Labour. The Branch is also involved with the Ministry's summer employment program, **Students** in Industrial Relations (STIR). The Ministry hires senior university and community college **students** and places them with sponsoring organizations, i.e. companies, unions, law and consulting firms, to give them practical exposure in the industrial relations field.

416-965-3540

ONTARIO YOUTH SECRETARIAT researches information and advises the Ontario Government and ministries on policies and programs involving youth (persons approximately 16 - 24 years). The Secretariat coordinates government youth programs including youth employment, e.g. summer employment for **students**. It also provides an information service on government youth services. Inquiries about the Ontario government's Experience Program in general should be directed to Tel. 965-0480. Each ministry coordinates its own Experience Programs. The Ontario Youth Secretariat reports to the Legislature through the Provincial Secretary for Social Development.

## STUFFED ARTICLES

Stuffed Articles, see Upholstered and Stuffed Articles

**SUBDIVISIONS**

416-965-1912

**ATT GEN, ONTARIO MUNICIPAL BOARD** performs a quasi-judicial function in the implementation of sound municipal development. Hears applications for approval of zoning by-laws, official plans and plans of **subdivisions** referred by the Ministry of Housing and appeals as provided under the Planning Act and under the Assessment Act. The Ontario Municipal Board supervises certain financial and other affairs of municipalities with respect to applications for capital expenditures and the issuance of orders creating, altering or dissolving municipalities.

416-965-5890

**HOUSING, LOCAL PLANNING POLICY BR** develops policy, legislation and recommends community planning standards to apply at the local government level (municipalities), consistent with provincial objectives. Activities include review of planning statutes; formulation of advisory publications on official plans, zoning techniques and land use planning policies; and issuance of policy circulars on matters such as urban planning standards, design guidelines for housing **subdivisions** and the development of mobile home parks.

416-965-6418

**HOUSING, SUBDIVISIONS BR** implements Ministry programs designed to provide adequate housing within a sound planning framework. The province is responsible for approving plans of **subdivisions** and condominiums across Ontario (except where approval power has been delegated to a regional municipality). The branch ensures that these decisions conform to local, provincial and federal policies.

**SUBPOENAE**

Subpoenae, see Att Gen Crown Attorneys' Office.

**SUBSIDIES**

Subsidies, see Grants

**SUBWAY**

416-248-3785

**TR & COMM, MUN-PROV TRANSPORTATION BR, TRANSIT OFFICE** provides financial assistance to municipalities for transit operations by bus, streetcar and **subway**; for construction, acquisition and rehabilitation of capital assets and equipment; for transit planning studies and demonstration projects. Provides municipalities with technical and organizational assistance in transit operations. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

**SUCCESSION DUTY**

416-965-1700

**REVENUE, SUCCESSION DUTY & LAND TAX BR** administers the following Acts: **Succession Duty**, Gift Tax, Land Speculation Tax, Land Transfer Tax and Provincial Land Tax. Although the Land Speculation Tax Act was repealed in October, 1978 and the **Succession Duty** and Gift Tax Acts were repealed in April, 1979, the branch continues to collect tax that arose before the repeal dates. Land Transfer Tax (965-1774) is a tax on individuals or corporations registering land or an interest in land in Ontario. Land Transfer Tax is two-fifths of 1 per cent on the first \$45,000 and four-fifths of 1 per cent on the rest. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.).

Land Transfer Tax is paid to the Land Registrar before a conveyance is registered. Provincial Land Tax is collected from land owners in unorganized territories in Ontario.

## SUMMER EMPLOYMENT

Summer Employment, see Youth Employment

## SUMMONSES

416-965-7523

ATT GEN, PROVINCIAL COURTS CRIMINAL DIV, METRO Toronto deal with all criminal charges under the federal and provincial statutes and by-laws of the Municipality of Metropolitan Toronto and its boroughs (e.g. traffic violations). Parking tags issued by the Metro Police are payable at the Court offices (965-7534 if paid in person; 965-7515 if paid by mail). Summons Issuance (965-2177) issues **summonses** for minor criminal and liquor law violations. For inquiries re: payment of fines following conviction and driver's licence suspension for non-payment of fines, call 965-7537. For bail procedures to release a person from custody contact Justice of the Peace of the court's branches or the Bail Office (965-7522). Civil marriages are performed Monday to Friday, appointments to be made in person and in advance (965-7227). Contact Central Court at 60 Queen St. W. (965-7523) or area courts: Metro North (663-5440), Metro East (757-3686), Metro West (252-7891). There are four Traffic Tribunals: North York (226-5440), York (248-3705), Metro East (757-3686) and Metro West (252-7891).

416-965-5591

ATT GEN, REFEREE OF THE SMALL CLAIMS COURTS of the Judicial District of York assists people with counselling on debt problems, particularly with **summonses** and garnishments before and after judgment. Public must telephone for appointment and bring complete information regarding income, expenses, debts and creditors. The Small Claims Court Referee's mailing address is: 425 University Ave., Rm. 201, Toronto M5G 1T6.

416-965-1500

TR & COMM, VEHICLE RECORDS & INFORMATION, Licensing & Control Br provides information on vehicles to the police (965-4395) & for a fee to insurance companies, legal firms & the public. Write to: Vehicle Records, Min. of Transportation & Communications, Ferguson Block, Queen's Park, Toronto M7A 2A2; or go in person to Macdonald Block, Queen's Park or District Offices (see Appendix). Search Group (965-1563) provides current or historical (current plus 3 years) data on vehicles ownership, description & insurance searched by plate number, owner's name or serial number (for passenger cars and trailers). Fee is \$3. Terminal Operations (965-9545) issues replacement copies of lost vehicle permits at \$2. Inquire about replacements already applied for at 965-4620. Public Resolve Group (965-3635) helps correct records on vehicles when parking **summonses** & warrants were wrongly issued, or vehicles were sold & purchaser failed to complete transaction.

## SUPERANNUATION

416-226-2700

EDUC, TEACHERS SUPERANNUATION COMMISSION provides pensions for teachers upon retirement or early retirement because of physical or mental disability. Also provides income to widowed spouse or orphans of deceased teachers.

416-965-6861

GOVT SERV, EMPLOYEE BENEFITS BR administers the following benefit plans for employees of the Ontario Public Service (OPS): Public Service **Superannuation** Act, **Superannuation** Adjustment Benefits Act, Employees' Group Insurance Plan, Long Term Income

Protection. Informs existing and retired OPS employees of the benefits available. The branch is not concerned with family benefits or pensions in the private sector.

416-965-1709

**GOVT SERV, PUBLIC SERVICE SUPERANNUATION BOARD** recommends payments of annuities, pensions and disability benefits to employees of the Ontario Public Service and rules on applications in respect of past service credits and pension credit transfers under the Public Service Superannuation Act. The Board also hears appeals from contributors, pensioners or dependents against administrative decisions. Inquiries about administration and benefits for Ontario Public Service employees are handled by Employee Benefits Branch (965-6861). Private pension plans should be referred to the Pension Commission of Ontario (963-0527).

## **SUPPLIER LISTS**

Supplier Lists for office products, equipment and furniture, see Govt Serv Supply Administration Br. Supplier Lists for management consulting systems, systems development and data processing services, see Management Board Sec Management Technology Br.

## **SUPREME COURT OF ONTARIO**

416-363-4101

**ATT GEN, SUPREME COURT OF ONTARIO**, the highest civil court in the province, consists of three divisions: the High Court of Justice, the trial division; the Divisional Court of the High Court, with jurisdiction to hear certain appeals; and the Ontario Court of Appeal, which hears only appeals and is the highest court in the province. With certain exceptions, parties before the High Court may demand a trial by judge and jury. The Family Law Division of the High Court (965-7418) handles trials of divorce actions and motions relating to disputes between husband and wife or parents and children, e.g. infant custody, maintenance and/or support. There is a local office of the Supreme Court in every county or district. The Divisional Court and Court of Appeal sit in Toronto.

416-965-5578

**ATT GEN, SUPREME COURT OF ONTARIO MASTER'S** Office taxes bills of solicitors or lawyers. Complaints about lawyer's fees should be directed to the Weekly Court of the Supreme Court of Ontario (965-5541). If the complaint is justified the judge will order it taxed by the Master's Office.

416-965-5544

**ATT GEN, SUPREME COURT OF ONTARIO REGISTRAR'S** Office, Judicial District of York handles inquiries regarding cases commenced in this district, e.g. Bankruptcy (965-5573). For listing of divorce cases for trial contact 965-7419; for cases other than divorce contact 964-7416. The Office provides certified copies of court documents, e.g. final divorce decree (965-5563). Outside this Judicial District contact county or district Supreme Court Registrar. Although divorce and bankruptcy cases are filed with the provincial Supreme Court, these are governed by federal laws, the Canada Divorce Act and the Canada Bankruptcy Act, respectively. Questions about legal rights and advice should be referred to a lawyer.

416-965-2824

**ATT GEN, SUPREME COURT OF ONTARIO REPORTER'S** Office supplies shorthand reporters who provide verbatim reporting services for all trial sittings of the Supreme Court of Ontario throughout the province. Also provides written transcripts of proceedings. With rare

exceptions, court transcripts are available to anyone, for a fee. The Reporter's Office serves only the Supreme Court of Ontario; lower courts have their own staff.

## SURROGATE COURT

416-965-7314

ATT GEN, **SURROGATE COURT** probates wills of persons who die testate (with a Will), and letters of administration of persons who die intestate (without a Will). Issues letters of guardianship of persons and/or the estates of children. Processes applications for the custody of children. The **Surrogate Court** also handles contested claims against estates, Will trials, applications under the Succession Law Reform Act and Proof in Solemn Form of Lost Wills. Contact local Surrogate Court Registrar.

## SURVEYS

Surveys, see also Maps

416-963-0436

CCR, **LAND BOUNDARIES PROGRAM**, Legal & Survey Standards Br provides a quality control for **surveys**, plans and description of land including condominiums (its by-laws, declaration and description), for registration in land registry offices. Also provides for the confirmation of the true location of boundary lines which have been lost or obliterated. Provides financial assistance under the Land Titles Survey Fund under special circumstances. Contact Queen's Park or Land Registry Offices, listed in the Appendix.

416-965-2155

GOVT SERV, **REALTY SERVICES BR** is responsible for the appraisal, negotiation and **surveys** required in the acquisition and sale of real estate for most ministries, including land required for construction programs. Appraises, negotiates and acquires leased accommodation (965-4777). Handles interim management of government property and disposes of such through sale or lease (965-2040). Assists employees of the Ontario Public Service transferred to other locations in Ontario in selling their homes under the Home Owner Employee Relocation Plan (phone: 965-3444). Maintains an inventory of government-owned land, buildings, leases and accommodation (965-6745).

416-965-6225

NAT RES, **SURVEYS & MAPPING BR** provides topographical and cadastral descriptions of the land base. Branch Director is Surveyor General (965-6225). Cartography Section (965-4743) produces planimetric, geological and other thematic maps illustrating ministry field **surveys**. Drafting Services Section (965-7108) provides drafting, mapping and graphics support to the ministry. Maps are distributed by the Map Unit, Administrative Services Br (965-6511). Geographical Referencing Section (965-4538) carries out technical studies in automated cartography and associated digital information systems. Operates and maintains provincial control survey data bank, sets standards for control **surveys** and establishes base lines for instrument calibration. Cadastral Surveys Section (965-2714) installs and maintains control **surveys**. Has data from ministry and private surveyors on resurveys of township boundaries and Crown land **surveys** prior to their disposition under statute. See also other sections of this branch described individually.

416-248-3248

TR & COMM, **SURVEYS AND PLANS OFFICE**, Highway Engineering Div provides the ministry with: aerial and ground **surveys** relative to remote sensing, computer graphics, photogrammetric plans, cartographic maps, legal survey plans and documents. Maps are

available to the public through ministry's Supply & Services Branch Map Unit (248-3476). Contact Operations regional or district offices listed in the Appendix.

## SWIMMING POOLS

416-965-7678

HEALTH, PUBLIC HEALTH BR PUBLIC HEALTH ENGINEERING Section collects and evaluates data on the analysis of drinking water and on the quality of the supply in recreational areas. Provides engineering advice on control measures for outbreak of communicable disease, on treatment of non-municipal water supply, on improper waste disposal systems, and on the design and operation of recreational camps and other facilities, housing and institutions. Issues licences to summer camps. Administers regulation regarding public **swimming pools** under the Public Health Act, including approval of building plans. See other sections in Health Public Health Br described separately.

## SWINE

Swine, see Livestock

## SYSTEMS DEVELOPMENT

Systems Development or Management Systems branch in each ministry is responsible for the definition, development and documentation of the ministry's computerized or manual information and administrative systems. Provides ministry liaison with Government Services' Communications and Computer Services Division. For Government systems development policy and supplier's list, see Management Board Secretariat Management Technology Br listed below.

416-965-5961

AG & FOOD, MANAGEMENT SYSTEMS & ADMIN SERVICES BR supplies the ministry with administrative services including computer **systems development** and data processing. Also operates ministry library (965-1816). For further description of functions see first entry under Administrative Services.

416-965-6664

ATT GEN, INFORMATION & COMPUTER SYSTEMS BR provides a variety of **systems development** services related to the application of data processing and manual information systems. Assists the Ministry's program delivery areas through project management, feasibility studies and systems analysis, design and programming, including evaluation of computer software and hardware alternatives.

416-963-0261

CCR, FINANCE & SYSTEMS BR provides all programs of the Ministry with financial management and accounting services such as payroll reconciliation, accounts payable, formulation of program estimates and branch budgets. Receives and processes all revenue received by the Ministry. Develops Ministry policies and procedures regarding financial control and management performance reporting systems. Provides service and professional advice to Ministry management on all facets of **systems development** and Electronic Data Processing.

416-965-4325

CIV SERV, SYSTEMS PERSONNEL, Standards and Training Br administers the overall development and implementation of personnel standards and training for the **systems development** community in the Ontario Public Service (OPS).

416-965-3613

COMM SOC, SYSTEMS MANAGEMENT & COORDINATION BR is responsible for management information **systems development** in support of ministry's programs; develops computerized or EDP information systems for the agencies in the social services network; provides managerial and technical support to the ministry's computer systems now in operation. Procures **systems development** services within the government and in the private sector. Identifies opportunities for systems improvement and ensures definition, development and implementation of systems considering security requirements.

416-750-3411

CORR SERV, MANAGEMENT DATA SERVICES BR supplies the ministry with financial management, data processing, client information systems, records management and **systems development**.

416-965-0665

CULT & REC MANAGEMENT SYSTEMS GROUP provides advice, support and direction to senior management for the definition, **systems development** and documentation of information and administrative systems. Also provides advice and assistance in the acquisition of management consulting services and data processing services and equipment, in addition to being responsible for records management and maintenance of policy and procedures manuals (Ministry Manual of Administration).

416-965-6669

EDUC, EDUCATION DATA PROCESSING BR provides data processing services to the ministry and, through a cooperative remote job entry network, to a broad segment of the provincial educational community. Is responsible for **systems development** and maintenance for the ministry, some boards of education and schools. Systems include: the Student Guidance Information Service which offers career and educational planning information to students, the Student Scheduling System to test the viability of class scheduling timetables, the Personnel Payroll Administration System for school boards, and statistical and administrative systems for the ministry.

416-965-6981

ENV, FINANCIAL & ADMINISTRATIVE SERVICES BR, in addition to the usual administrative services functions provides support services to ministry programs including financial management and accounting. See first entries under Administrative Services and Accounting for descriptions of these functions. The branch conducts electronic data processing **systems development** and operations.

416-965-6683

GOVT SERV, MANAGEMENT PLANNING BR develops and supports the Ministry's corporate planning and control system, and provides executive assistance to the Deputy Minister. Prime functions include long-term planning and policy development, liaison with Management Board Secretariat on program and policy matters, and the analysis and preparation of management submissions to Management Board and Cabinet. Provides for the continuing analysis and evaluation of Ministry programs, and coordinates Ministry **systems development**, implementation and control. Also coordinates development, publication and distribution of Ministry policies and procedures, and provides public relations and information service in support of Ministry programs.

416-965-8019

HEALTH, MANAGEMENT SYSTEMS BRANCH advises the Ministry and related agencies on all aspects of automatic data processing services. Provides **systems development** and maintenance, consulting, data entry and data control services for the Ministry. Assists in

acquiring related services of central agencies in government or procuring management consulting and **systems development** services and computer and data entry services and equipment elsewhere. Identifies opportunities for systems improvement, and coordinates the definition, development and implementation of an Information System considering security and confidentiality safeguards. Develops policy to guide the effective use of computers, and computer applications in hospitals.

416-965-9905

HOUSING, MANAGEMENT SYSTEMS BR provides management consulting, **systems development** and data processing services to the Ministry and its agencies. This includes records management, forms design and control, manuals management. In the process works closely with other ministries and agencies of the provincial government.

416-965-4303

IND & TOUR, FINANCE & SYSTEMS BR Estimates and Financial Reports Section coordinates multi-year plan and other related submissions. Develops internal financial information systems. Accounts Section (965-5296) is responsible for ministry's accounting services. For description of functions see first entry under Accounting. **Systems Development** Section (965-1873) develops and programs computer based applications for the ministry.

416-965-4165

LABOUR, SYSTEMS AND ADP BR provides a **systems development**, design, implementation and maintenance service to the Ministry of Labour in addition to providing this service to some programs of the Ministry of Consumer & Commercial Relations and the Ministry of Education. Service includes data entry, processing and output control.

416-965-3681

MANAGEMENT BOARD SECRETARIAT, MANAGEMENT TECHNOLOGY BR develops and monitors specific management policies and techniques which will improve management practices within the Ontario Government in the areas of **Systems Development**, Management Consulting, Data Processing, Communications Services and Records Management. These policies may be found in Volume I of the Manual of Administration. The Branch is also responsible for the maintenance of the Ontario Government Suppliers' Lists for Management Consulting, **Systems Development**, and Data Processing Services. Inquiries regarding the purpose and use of these lists as well as registration procedures should be directed to the Suppliers Lists' Coordinator of the Branch.

416-965-5891

REVENUE, MANAGEMENT SYSTEMS BR is responsible for planning and coordinating **systems development** and management consulting services to the Ministry. Provides skilled personnel for project teams with other branches and access to facilities which meet the needs of the user branch. Ensures adherence to appropriate technical standards including proper documentation, security arrangements for ministry systems and computer programs.

416-965-2542

SOL GEN, OPP, PLANNING AND RESEARCH BR provides consulting services to the Ontario Provincial Police (OPP) and other related ministry agencies. Develops policies, procedures and organizational methods, including Special Projects, **Systems Development** & Programming, Data Processing, Statistical Analysis and Records Management.

416-965-5126

SOL GEN, PLANNING & EVALUATION BR provides overall Ministry coordination of strategic planning, evaluation and priority setting. Assists program managers to establish objectives and priorities; develops measures of performance, effectiveness, costs, benefits and

statistical techniques. Provides **systems development** and maintenance services to ministry agencies. Develops and maintains the ministry Management By Results (MBR) System; evaluates performance by monitoring input and output through a Quarterly Performance Report and identifies productivity improvements by keeping abreast of research and technological developments in other jurisdictions. Also encourages productivity studies on operations and represents the Ministry at meetings with other agencies and jurisdictions on statistics, metric conversion and other special projects.

416-248-3977

TR & COMM, COMPUTER SYSTEMS BR is involved with computer **systems development** for Ministry applications. Systems specialists also develop computer-related systems for management and regulatory applications. Computer Production Services provides production technical control, equipment acquisition, graphic production and data conversion services, and time sharing.

## TAKE-OVER BIDS

416-963-0223

CCR, ONTARIO SECURITIES COMMISSION (OSC) maintains public files on companies' disclosure of **take-over bids**, proxy and proxy solicitation, insider trading and financial disclosure for the benefit of investors (963-0259). Processes mining and other prospectus offerings of securities as well as applications for transfer or release of securities from escrow (963-0239). Registers stockbrokers, salesmen and investment advisers, commodity futures dealers, salesmen and advisers (963-0228). Investigates complaints about stockbrokers and salesmen and commodity brokers and salesmen and complaints about actions by companies affecting the value of securities (963-0242). Answers general questions about commodity futures trading (963-0255).

## TAX

Tax, see also Property Taxation. For federal taxes such as income tax, federal sales tax, excise tax, contact nearest Revenue Canada Taxation or Revenue Canada Customs & Excise Office.

416-965-7574

ATT GEN, ASSESSMENT REVIEW COURTS hear complaints against realty and business assessment based on real property valuation for municipal **tax** purposes. For further information on real property assessment, see Revenue Assessment Field Operations Branch listed in this index. Contact Municipal Office locally for questions on property taxation and rates. For assessment complaints, contact Regional Registrar of Assessment Review Court (see Appendix for list of offices).

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of **tax** or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-2785

NAT RES, FOREST RESOURCES BR grows seedlings in provincial nurseries for the public and for Crown reforestation. Manages Crown forests to ensure regeneration, improve quality and growth and to protect them from wild fire, insects and disease. Takes inventory of forest base, controls harvesting and audits utilization in these Crown forests. Advises private landowners on tree planting, tending of woodlots and marketing timber. Provides private landowners with direct forestry assistance under the Woodlands Improvement Act. Provides grants to municipalities for land acquisition, the lands to be managed by the Ministry. Develops and tests new methods and equipment related to silviculture. Holds field days for public on growing Christmas trees, maple syrup production and forest management. Through a cooperative arrangement with the Min. of Intergov't Affairs pays grants to reduce property **tax** on managed forests.

416-965-1316

NAT RES, LANDS ADMINISTRATION BR, Acquisition Section (965-2738) acquires land for ministry needs. Public Lands Section (965-2741) is responsible for the disposition and management of Crown land including cottage lots and water lots; also answers general inquiries. Mining Lands Section (965-1323), is responsible for issuing licences to prospectors, registration and disposition of Crown mining lands; licensing of sand and gravel removals from Crown land (965-6918). Titles Section (965-1319) issues Crown leases, land patents (Crown patents), licence of occupation. Can give information (from the Domesday Book) on land that was formerly Crown land. Maintains acreage **tax** rolls; carries out forfeiture process for patented mining lands.

416-965-1062

NAT RES, MINE TAX ASSESSMENT Section under the Mineral Resources Br issues annual assessment (**tax**) notices to Ontario mining companies on the basis of profit. Administers the Mining Tax Act.

416-965-1824

NAT RES, MINING AND LANDS COMMISSIONER exercises administrative and judicial duties under The Mining Act, The Mining **Tax** Act 1972 and The Beach Protection Act and such duties of the Minister of Natural Resources as are assigned by regulation. Examples of such jurisdiction are extension orders, the granting of relief from forfeiture and dispute and hearing of appeals. Contact Queen's Park or regional offices listed in the Appendix.

416-965-2099

REVENUE, COMMUNICATIONS GROUP provides information service concerning programs and policies to the media, the public and internal branches. For description of information services function, see first entry under Information Service. Participates in development of Ministry bilingual programs. Maintains a newspaper clipping service and library (965-3892) covering aspects of **tax**, property assessment, public finance, legislation and government and business administration.

416-965-1160

REVENUE, CORPORATIONS TAX BR administers the Corporations Tax Act and the Railway Fire Charge Act. The branch deals with corporations tax, i.e., corporations income **tax** (based on taxable income) and capital **tax** (based on taxable paid-up capital), clearances of liens on sale of real property (when lien has been placed on corporation property in respect of unpaid **tax**, penalties or interest), consents to revive or surrender charters or to dissolve a corporation voluntarily and special **tax** on insurance companies based on taxable insurance premiums. Answers questions on corporations tax credits on investment in new issues of

Small Business Development Corporations (SBDC) equity shares under the new SBDC Act (965-4040). For information on Land Transfer Tax, call 965-1774.

416-965-6352

REVENUE, GASOLINE TAX BR administers and collects **tax** on the sale of fuels taxed under the Gasoline Tax Act (gasoline, aviation fuel, propane), the Motor Vehicle Fuel Tax Act (diesel fuel) and the Tobacco Tax Act (cigarettes, tobacco, cigars). Provides refunds of these taxes when applicable and appoints or registers collectors, usually wholesalers or distributors, vendors of heating fuels and taxable diesel fuel users.

416-965-8470

REVENUE, ONTARIO TAX CREDIT SYSTEM Information Centre provides multilingual information service and assistance to Ontario residents in completing their Ontario Tax Credit form and claiming their property, sales, pensioner and political contributions tax credits when filing their federal personal income **tax** forms. The first three credits are available regardless of income **tax** payable; the last only to those who donated to Ontario registered parties, candidates & constituency associations. Residents outside Metro Toronto (except those in area code 807) may call the Centre toll-free by dialing direct 1-800-268-7121. Residents in area code 807 call toll-free by asking Operator for Zenith 8-2000. In Metro Toronto call 965-8470. General inquiries re Federal Tax should be referred to district offices of the Federal Department of National Revenue; in Toronto call 869-1500.

416-965-5772

REVENUE, RETAIL SALES TAX BR administers the collection of Retail Sales Tax by Ontario vendors. This **tax** is paid to vendors by consumers at the time of purchase on most goods and some services (e.g. entertainment) consumed in Ontario. The branch operates district offices (listed in the Appendix) throughout Ontario which register vendors, issue vendors permits (Provincial Sales Tax licences) and provide information concerning exemptions and other aspects of the Retail Sales Tax including vendor information for those starting a business. District Offices also carry out periodic audits. **Tax** collected under the Race Tracks Tax Act is also administered by the branch. In Metro Toronto, call 487-7161.

416-965-7767

REVENUE, SPECIAL INVESTIGATIONS BR investigates cases of deliberate tax evasion and prosecutes such cases as warranted. Also deals with voluntary disclosure of **tax** irregularities.

416-965-1700

REVENUE, SUCCESSION DUTY & LAND TAX BR administers the following Acts: Succession Duty, Gift Tax, Land Speculation Tax, Land Transfer Tax and Provincial Land Tax. Although the Land Speculation Tax Act was repealed in October, 1978 and the Succession Duty and Gift Tax Acts were repealed in April, 1979, the branch continues to collect **tax** that arose before the repeal dates. Land Transfer Tax (965-1774) is a **tax** on individuals or corporations registering land or an interest in land in Ontario. Land Transfer Tax is two-fifths of 1 per cent on the first \$45,000 and four-fifths of 1 per cent on the rest. Non-residents of Canada pay 20% **tax** on restricted land (farm land, recreational land, etc.). Land Transfer Tax is paid to the Land Registrar before a conveyance is registered. Provincial Land Tax is collected from land owners in unorganized territories in Ontario.

416-965-5058

TREAS ECON, TAXATION AND FISCAL POLICY BR coordinates preparation of provincial budget and Ontario Finances (progress report on budget performance). Researches and develops **tax** and fiscal policy alternatives for government.

**TAX CERTIFICATES**

Tax Certificates (property tax), see Revenue Assessment Field Operations Br.

**TAX CREDITS**

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. Youth Employment Program (OYEP) (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free **tax credits** to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-8470

REVENUE, ONTARIO TAX CREDIT SYSTEM Information Centre provides multilingual information service and assistance to Ontario residents in completing their Ontario Tax Credit form and claiming their property, sales, pensioner and political contributions **tax credits** when filing their federal personal income tax forms. The first three credits are available regardless of income tax payable; the last only to those who donated to Ontario registered parties, candidates & constituency associations. Residents outside Metro Toronto (except those in area code 807) may call the Centre toll-free by dialing direct 1-800-268-7121. Residents in area code 807 call toll-free by asking Operator for Zenith 8-2000. In Metro Toronto call 965-8470. General inquiries re Federal Tax should be referred to district offices of the Federal Department of National Revenue; in Toronto call 869-1500.

**TAX EVASION**

416-965-7767

REVENUE, SPECIAL INVESTIGATIONS BR investigates cases of deliberate **tax evasion** and prosecutes such cases as warranted. Also deals with voluntary disclosure of tax irregularities.

**TAX RESEARCH**

416-965-2923

REVENUE, REVENUE RESEARCH BR prepares, for ministry use only, management information and statistics on tax administration. Undertakes special studies on **tax research** matters, Revenue Division planning, legislation control.

**TAXATION**

Taxation, see Tax, also Property Taxation

**TEACHERS**

416-965-5241

COLL UNIV, STUDENT AWARDS BR has many student awards programs that offer financial assistance as loans, grants or bursaries to Ontario students studying at colleges and universities. Administers four plans based on financial need under the Ontario Student Assistance Program (OSAP): Ontario Study Grant Plan, Canada Student Loans Plan, Ontario Student Loan and Ontario Special Bursary. The branch also awards fellowships or scholarships for outstanding university graduate work: The Ontario Graduate Scholarship,

The Sir John A. Macdonald Graduate Fellowship, Ontario-Quebec Exchange Fellowship and The Queen Elizabeth II Ontario Scholarships; and has programs for students and **teachers** for bilingual study: fellowships for studying French, Teacher's Summer Language Bursary, and Summer Language Bursary program. Students should apply through the Student Awards Office at the post-secondary institution of their choice. For private or out-of-province institutions, contact this branch.

416-750-3445

CORR SERV, EDUCATION SERVICES administers education programs and ensures that they meet the academic and vocational needs of inmates in correctional institutions across the province. Develops curricula and provides **teachers** with professional supervision.

416-965-2285

CULT & REC, NEWCOMER SERVICES BR programs relate to reception, orientation and language training of immigrants. The multicultural Ontario Welcome House at 8 York Street, Toronto provides English as a Second Language (ESL) instruction linked with day care (965-2365) and multilingual counselling and assistance in gaining access to government and social agencies (965-3021). Multilingual receptionists at the Toronto International Airport (678-2540) assist immigrants upon arrival. Print and audio-visual materials and information on ESL teaching and classes are available from the ESL clearing house (965-4331). For orientation resource materials for newcomers and counsellors and **teachers** of newcomers, and for information on setting up parents' and preschoolers' and other community-based English, orientation, citizenship classes, contact 965-2285. For information on newcomer intergration (NI) project grants and newcomer language/orientation classes (NLOC) grants contact Ministry of Culture and Recreation field offices listed in the Appendix.

416-965-2611

EDUC, FINANCIAL MANAGEMENT BR, besides the normal functions of financial management (965-2611) and accounting (965-2612) (see first entry under Accounting), collects outstanding loans made under the Ontario Student Aid Loan Plan, a student aid program discontinued in 1964. Also collects fees for teachers' colleges and summer courses offered to **teachers** and for duplicates of students' transcripts and teachers' certificates.

416-965-2624

EDUC, INFORMATION SYSTEMS & RECORDS BR is in charge of: issuance of certificates to elementary and secondary school **teachers** (965-2600), evaluation of teaching qualifications (965-6126), evaluation of foreign educational documents of landed immigrants for employment or study at the elementary and secondary school levels (965-1356), admission of **teachers** to Ministry summer courses (965-4487), secondary school diplomas and scholarships (965-7291), transcripts of student records (965-7291), transcripts of training courses for **teachers** (965-2600), and cataloguing of private schools (965-6802). Provides coordination, research and evaluation of management information gathered from school boards, schools, **teachers** and students (965-6802). Compiles, analyzes and disseminates statistics relating to all aspects of education (965-2660). Coordinates the ministry's French language services (965-5481).

416-965-2667

EDUC, PROFESSIONAL DEVELOPMENT BR administers summer courses for **teachers** (965-2664) and coordinates teachers' winter courses which are sponsored by local school boards and approved by regional offices (965-2450). Arranges exchanges for **teachers** and school board personnel within Ontario and across Canada (965-9667). Administers examination of supervisory officers after completion of pre-service and in-service training (965-9672). Provides financial assistance for French language professional development

activities for **teachers** (965-9667). Provides staff training and development to ensure improvement and advancement of Ministry personnel (965-2680).

416-965-2663

EDUC, SPECIAL EDUCATION BR advises Minister on program policy regarding the education of exceptional students in elementary and secondary schools and schools for trainable retarded; provides liaison with professional and parent groups and government agencies regarding programs for exceptional students. Provides counselling, resources and guidelines to school boards for special education programs operated by local school systems, and to faculties of education which offer courses in special education. Operates residential school programs in schools for the blind and deaf; in developmental centre schools for the retarded, developmentally handicapped or emotionally disturbed; in training centres for juveniles and for children with severe learning disabilities. Operates a teacher education centre in Belleville for **teachers** of the deaf. These residential schools also serve as resource centres for local school boards establishing local day school programs for exceptional students (965-9222).

416-965-5620

EDUC, STUDENT ACTIVITIES & SPECIAL PROJECTS BR encourages educational and cultural exchanges of students and **teachers** (965-5635) and may provide grants for these projects. Projects include: Educational Exchange Programs and Ontario-Quebec School Twinning (965-5989), Ontario Young Travellers (965-5605), School Twinning Programs, e.g. Project Canada, Project School-to-School, Teacher Exchange Programs (965-1129) and Experience Programs (965-6329). Administers the Second-Language Monitor Program which encourages bilingual university students to act as teaching monitors to **teachers** of French or English as a second language (965-5996). Operates the Ontario Student Leadership Centre which accepts secondary school students for leadership training courses (965-6410). The Student Guidance Information Service (965-9676) provides computerized career and institutional information to schools. The branch prepares guidance documents and Ontario Student Record material.

416-965-2060

EDUC, SUPERVISION & LEGISLATION BR, LEGISLATION Section, besides providing legal services to the Ministry of Education, provides information and advice to school boards, municipalities, **teachers** and the public about education statutes (e.g. provision of French language education) that affect their rights, duties and responsibilities.

416-965-2228

EDUC, SUPERVISION & LEGISLATION BR, SUPERVISION Section serves as a main channel of communication between the Ministry and schools (e.g. private schools, correctional and National Defence Schools), organizations of **teachers**, principals, trustees and school officials. Advises them on all aspects of school administration. The office of the Provincial School Attendance Counsellor is located at this branch.

416-965-1341

EDUC, TEACHER EDUCATION BR approves and supervises programs of teacher education offered by teacher education institutions and administers Ontario Teacher Education College (Hamilton & Toronto). Sets policy concerning regulations relating to certification of **teachers**, vice-principals and principals.

416-226-2700

EDUC, TEACHERS SUPERANNUATION COMMISSION provides pensions for **teachers** upon retirement or early retirement because of physical or mental disability. Also provides income to widowed spouse or orphans of deceased **teachers**.

416-922-7679

EDUCATION RELATIONS COMMISSION (ERC) was established in 1975 to administer the collective bargaining process between **teachers** and school boards and to further harmonious relations between the parties. Monitors and assists in negotiations, supervises teachers' votes and advises the Lieutenant Governor in Council when a strike or a lockout is jeopardizing the students' education.

416-965-4151

LABOUR, ONTARIO LABOUR RELATIONS BOARD administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for employers & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for employees in hospitals; Colleges Collective Bargaining Act. Also administers unfair declarations of strikes and lockouts and consents to prosecute under the School Boards and **Teachers** Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade unions and construction industry employer organizations; investigates unfair labour practice by unions and employers; rules on the legality of strikes and lockouts; conducts arbitration hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

## TEENAGERS

Teenagers, see Youth.

## TELECOMMUNICATIONS

416-965-4262

GOVT SERV, COMMUNICATIONS & COMPUTER SERVICES DIV provides comprehensive **telecommunications** and computer services to the Ontario government. Computer services include a broad range of computer processing services such as time sharing, batch processing, text and word processing, data base and related support services. The Computer Support Services Br (965-1335) is the planning and central technical resource and coordinating arm of the Division. There are three Computing Centres in Metro Toronto: Queen's Park Computing Centre (965-8742), Leaside Data Centre (965-0941) and Downsview Computing Centre (248-3943). **Telecommunications** services, provided through the Telecommunication Services Br (965-0175) include telephone, radio (non-broadcast), video and data communications. The branch also provides and manages the government's consolidated telephone systems and associated switchboards in Toronto (965-1211), Thunder Bay (705-475-1110) and London (519-679-7000).

705-472-4500

NORAFFAIRS, ONTARIO NORTHLAND TRANSPORTATION Commission (ONTC) in North Bay supervises transportation services in Northern Ontario such as air services (norOntair), highways services, railway services (including the Polar Bear Express and the Northlander), marine services (including ferry services to Manitoulin and cruises on Lake Nipissing) and **telecommunications** services. The Ontario Northland Transportation Commission has a sales office in Toronto, phone: 965-4268.

NORAFFAIRS, REGIONAL & COMMUNITY DEVELOPMENT BRANCHES are located in each of the two area offices: Northeastern in Sudbury (705-675-5641), Northwestern in Thunder Bay (807-475-1585). The branches work in conjunction with municipalities and other ministries in planning development strategies to improve conditions within a community and to respond to local needs throughout Northern Ontario. They review and monitor projects and studies to expand the economic base of the region and are involved in improving airports and **telecommunications** facilities.

TR & COMM, COMMUNICATIONS OPERATIONS BR carries out representations and interventions re **telecommunications** services before the Canadian Radio-Television and Telecommunications Commission (CRTC) on common carrier, cable and broadcast applications; involves provincial comment on Bell Canada and CN/CP rate applications. Regulatory Operations Office (248-3736) investigates customers' complaints regarding their service. **Telecommunications** Systems Engineering Office (248-3567) provides related assistance to Communications Division; assists independent telephone industry in modernization plans; consults and advises the Ontario Telephone Service Commission on technical matters.

416-248-3731

TR & COMM, COMMUNICATIONS POLICY BR develops Ontario government policy in communications field. Activities include: development of broadcast, cable and common carrier and independent telephone company policies (248-3711); intergovernmental liaison with other provincial and federal agencies (248-3731); maintaining liaison with cable, broadcast and common carrier industries; undertaking research and analytical studies related to **telecommunications** services and systems. Has data bank of information on population served by broadcasting and cable firms and on television viewing habits (248-3961).

## TELEPHONE

416-965-4262

GOVT SERV, COMMUNICATIONS & COMPUTER SERVICES DIV provides comprehensive telecommunications and computer services to the Ontario government. Computer services include a broad range of computer processing services such as time sharing, batch processing, text and word processing, data base and related support services. The Computer Support Services Br (965-1335) is the planning and central technical resource and coordinating arm of the Division. There are three Computing Centres in Metro Toronto: Queen's Park Computing Centre (965-8742), Leaside Data Centre (965-0941) and Downsview Computing Centre (248-3943). Telecommunications services, provided through the Telecommunication Services Br (965-0175) include **telephone**, radio (non-broadcast), video and data communications. The branch also provides and manages the government's consolidated **telephone** systems and associated switchboards in Toronto (965-1211), Thunder Bay (705-475-1110) and London (519-679-7000).

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416-248-3731

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416-248-3831

TR & COMM, ONT TELEPHONE SERVICE COMMISSION is responsible for regulating the providers of **telephone** services under provincial jurisdiction, under the Telephone Act. There are 35 **telephone** systems under the jurisdiction of the Ontario Telephone Service Commission. Bell Canada is not under this jurisdiction; it reports to the Canadian Radio-Tellevision & Telecommunications Commission (CRTC).

## TELEVISION

Television, see also Educational Television

416-248-3731

TR & COMM, COMMUNICATIONS POLICY BR develops Ontario government policy in communications field. Activities include: development of broadcast, cable and common carrier and independent telephone company policies (248-3711); intergovernmental liaison with other provincial and federal agencies (248-3731); maintaining liaison with cable, broadcast and common carrier industries; undertaking research and analytical studies related to telecommunications services and systems. Has data bank of information on population served by broadcasting and cable firms and on **television** viewing habits (248-3961).

## TEMPORARY ABSENCE PROGRAM

416-750-3404

CORR SERV, INMATE INQUIRY & APPEALS BR is responsible for the **Temporary Absence Program** (TAP) which permits carefully selected inmates of correctional institutions to work or to attend educational training while serving a sentence. Permits are conditionally approved on a day-to-day basis or for longer periods as authorized. TAP also allows selected inmates to maintain family and community ties, to attend hospital for diagnosis or treatment, and to attend job or educational interviews. Contact the institution housing the inmate where such inquiries, representations, applications and reviews are first considered. See Appendix for list of correctional institutions. For general information on the TAP contact the Director, Inmate Inquiry and Appeals Br.

## TENANT

416-965-7351

ATT GEN, COUNTY AND DISTRICT COURTS have jurisdiction in both civil and criminal cases. Jurisdiction in civil cases is determined by nature of action and by amount claimed; in general the limit is \$7,500. Statutes under which the courts handle proceedings include: Landlord and **Tenant**, Change of Name (applications for name changes), Unconscionable Transactions Relief Act (excessive cost of loans) and Mental Incompetency (rights of the mentally incompetent). Persons rarely appear without legal counsel and in many cases either party may require trial by judge and jury. Criminal jurisdiction involves handling of trials, with or without jury, of all indictable offences with the exception of murder, piracy

on the high seas and sedition. For inquiries in the Judicial District of York, contact County Court Clerk, 965-7351. Elsewhere, contact appropriate county or district court.

416-964-7808

CCR, RENT REVIEW. Ontario's Residential premises Rent Review Act 1975 as amended limits the amount of rent a landlord may charge for a rental unit to 6% until December 31, 1979. Houses, apartments, townhouses, rooming houses, mobile home parks are covered. There are some exemptions such as public housing. The act came into effect December 18, 1975 and will remain in effect until November 30, 1979. Rent Review Officers in major centres in Ontario will review application forms (filed either by landlord or **tenant**) regarding rent increases. If decision of Rent Review Officer is disagreed with, an appeal may be made to the Residential Premises Rent Review Board. Contact Rent Review Office in municipality. For those living outside the toll-free dialing area, dial the Operator and ask for Zenith 9-6000.

416-964-3556

CCR, RESIDENTIAL PREMISES RENT REVIEW BOARD is an appeal tribunal which hears landlord and **tenant** appeals on decisions of the Ontario Rent Review Program.

HOUSING, COMMUNITY HOUSING, PRIVATE ASSISTED RENTAL PROGRAM. Under this program the Ontario Housing Corporation enters into agreements with private landlords. Landlord designs, constructs, owns and operates the housing project. Landlord makes available for a minimum of 15 years up to 100% of the units for rental to applicants from Ontario Housing Corporation waiting lists. **Tenant** pays rent-geared-to-income. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing Program name. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or housing authority (see Appendix for list).

HOUSING, COMMUNITY HOUSING, RENT SUPPLEMENT PROGRAM. Under this program the ministry enters into agreements with private landlords to provide eligible tenants with rent-geared-to-income housing. Landlord offers up to 25% of units to house tenants from Ontario Housing Corporation (OHC) waiting lists. **Tenant** pays rent-geared-to-income; OHC pays subsidy to landlord. Program is administered through four branches of the Community Housing Division: South West (965-9656), Central (965-9644), North (965-9045) and East (965-0759). For information on other community housing programs, see Housing Community Housing, Program name. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or housing authority (see Appendix for list).

416-965-9724

HOUSING, OHC, COMMUNITY RELATIONS SECTION of the Operational Planning Branch acts as a resource to community relations workers in the field to assist with social problems as well as recreation for **tenant** families, senior citizens and persons with permanent disability in Ontario Housing Corporation (OHC) rent-geared-to-income housing. Also works to help residents integrate into the community.

416-965-9733

HOUSING, OHC, HOUSING OPERATIONS BR (Ontario) provides direction to 57 Housing Authorities and 5 Direct Management Operations (listed in the Appendix) in all matters relating to Ontario Housing Corporation's (OHC's) rent-geared-to-income program. **Assisted** rental housing, as the program has come to be known, is available in all major

cities and most towns throughout Ontario. **Tenant** applications and complaints are made to the local housing manager. See also Housing Operations Branch (Metro), Tel. 965-9434.

416-965-9434

**HOUSING, OHC, HOUSING OPERATIONS BR (METRO)** provides direction to Metro Toronto district offices in all matters relating to Ontario Housing Corporation's (OHC's) rent-geared-to-income program. **Tenant** applications are made to Housing Registry (965-9915). Complaints should first be directed to on-site project manager. **Tenant** Inquiry Board (789-7901) operates a 24 hour maintenance service for after-hour maintenance problems. District offices are listed in the Appendix.

416-965-9810

**HOUSING, OHC, OPERATIONAL PLANNING BR** performs policy development and program evaluation with respect to public housing management, including community relations and **tenant** placement. Also administers appointments to local Housing Authorities and coordinates preparation and revision of management and training manuals and handbooks. **Tenant** Placement Section (965-9865) coordinates placement of families, senior citizens and persons with permanent physical disability who have applied for rent-geared-to-income housing. Housing is offered to applicants in greatest need when vacancies occur. For information on the community relations function of this branch, see Housing OHC Community Relations. To apply for rent-geared-to-income housing in Metro Toronto contact Housing Registry, 965-9915. Elsewhere contact local Ontario Housing Corporation office or Housing Authority (see Appendix for list).

## TENDERS

416-965-6741

**GOVT SERV, PROPERTY MANAGEMENT BR**, through regional and field area offices (see list in the Appendix) provides operation and maintenance services to Government-owned and leased premises including repairs, housekeeping, horticultural services, moving and bulk parking allocation, elevator maintenance. Ensures safety in government buildings and on construction sites; coordinates displays by various ministries in exhibitions at the London, Ottawa and Thunder Bay government buildings; coordinates **tenders** and administers catering contracts for cafeterias and vending machines in government offices, court houses and registry offices. It is also responsible for the reservation and use of committee rooms in the Macdonald Block (Phone: 965-1109).

416-965-6937

**GOVT SERV, SUPPLY ADMINISTRATION BR** provides a government-wide purchasing service. Three commodity sections: Furniture & Furnishings (965-1247), Office Products (965-4751), Special Products (965-3084) administer a collective purchasing program for commonly used commodities; purchase equipment for new Ontario government facilities; purchase goods and services for operational requirements of the Ministry. Central purchasing authority for furniture and furnishing needs of all ministries and agencies rests with the Furniture & Furnishings Section. Supplier Development Section (965-6937) supports branch by developing supplier lists, maintaining a vendors catalogue library, identifying and evaluating new suppliers. Operates the Public Tenders Office (965-1152) to receive **tenders** for government supply contracts. Assets Disposal Section (259-7809) receives, warehouses and arranges for re-use or disposal of surplus furniture, equipment, materials.

416-248-3178

**TR & COMM, SUPPLY & SERVICES BR** provides the ministry with various services. Purchasing & Supply Office (248-3361) purchases government vehicles, construction, **main-**

nance & operating supplies & equipment. Prepares manuals, publications, maps, e.g., Ontario road maps (248-3476) & photographs for ministry and public distribution; performs records management & has a reference library (248-3591). General Services Office (248-3853) runs a garage and instrument repair service; controls movable assets. Disposal Section (248-3725) holds auctions of government vehicles. Tenders Section (248-3651) advertises and supplies information on construction & supply contracts; conducts openings of **tenders**. Special Services Office (248-3364) provides administrative services including accommodation design; establishes sites for and inspects freeway service centres; provides Ministry telecommunication & remote airport directional systems. Graphic Services Office (248-3557) provides art, display, reproduction facilities.

## **TERMINATION OF EMPLOYMENT**

Termination of Employment, see Labour Employment Standards Br

## **TERMITES CONTROL**

Termites Control, see Env Pollution Control Br Pesticides Control Section

## **TESTATE**

416-965-7314

ATT GEN, SURROGATE COURT probates wills of persons who die **testate** (with a Will), and letters of administration of persons who die **intestate** (without a Will). Issues letters of guardianship of persons and/or the estates of children. Processes applications for the custody of children. The Surrogate Court also handles contested claims against estates, Will trials, applications under the Succession Law Reform Act and Proof in Solemn Form of Lost Wills. Contact local Surrogate Court Registrar.

## **TEXTBOOKS**

416-965-5982

EDUC, CURRICULUM BR produces curriculum guidelines, resource material and circulars for use in Ontario from Kindergarten to Grade 13, and annotated lists of Canadian materials for use with above guidelines. Initiates and coordinates curriculum input to the ministry and implements curriculum policies. Administers the Book Purchase Plan which provides copies of newly approved **textbooks** to schools. Implements metric conversion in primary and secondary schools. Administers the ministry's Canadian Learning Materials Fund which enables publishers, media producers, non-profit organizations and individuals to develop new Canadian learning materials. Promotes community use of schools. Supports elementary and secondary school broadcasts and related services through liaison with the Ontario Educational Communications Authority (OECA). Develops materials for courses about and for native peoples.

## **THEATRE**

Theatre, see also Theatres

416-961-1660

CULT & REC, ONTARIO ARTS COUNCIL promotes the study, enjoyment of, and production of works in the arts. Provides grants in response to written applications from performing and creative arts groups and individuals such as **theatre** and dance companies, orchestras and concert societies, art galleries and schools, publishing houses and periodicals, local and regional arts councils and festivals, arts service groups and community arts projects. **Individual** artists, e.g. painters, sculptors, playwrights, composers, writers, poets, makers of **films** and photographers may also apply. The Council has officers on staff who represent

various art disciplines and pursuits. Other programs include Creative Artists In Schools (CAIS) and ONTOUR which assists concert artists, soloists, performing groups, and groups that sponsor local appearances. The Ontario Arts Council is concerned with the development of local and regional arts resources, and Franco-Ontarian community arts.

416-965-6763

CULT & REC, RESOURCE CENTRE and Library under the Communications Br maintains an up-to-date collection of books, pamphlets, films, video-tapes and teaching materials which are made available to all Ministry staff and any community organization involved in cultural or recreational programs. These materials cover various subjects such as community development, multiculturalism, informal education, language training, recreation, leisure, retirement planning, human relations, prejudice, **theatre**, arts and crafts, native peoples, disabilities, librarianship, volunteerism. Staff can assist in searching materials. Contact Resource Centre in Toronto; other areas contact field offices listed in the Appendix.

## THEATRES

Theatres, see also Theatre

416-421-2462

CCR, THEATRES BR aims to maintain a reasonable standard of decency in films exhibited in Ontario **theatres**. Is responsible for censorship of videotape, 8mm, 16mm, 35mm, or wider films. Sets standards for, inspects and issues licences to **theatres**, drive-in theatres, film exchanges, videotape machines, 8mm and 16mm projectors. Issues licences to projectionists. Approves motion picture advertising and classification.

416-965-5399

CULT & REC, CAPITAL SUPPORT UNIT coordinates capital support programs of the ministry. These include capital grants (965-8433) for community recreation centres, sports facilities, arts facilities such as **theatres** and art galleries, exhibition spaces, museums, heritage conservation projects, facilities for libraries and multicultural centres. Planning & Technical Services Section (965-3034) is responsible for policy development, priority setting and program planning and evaluation of the Ministry's capital grants programs. It also provides Capital Support Unit, Ministry field offices and clients (municipalities, community groups) with planning and technical advice and information on the development of cultural and recreational facilities. Contact Field Offices listed in the Appendix.

## THERAPY

Therapy, see Rehabilitation, also Physiotherapy

## TILE DRAINAGE

Tile Drainage, see Drainage.

## TILL

Till, see Mineral.

## TIMBER

705-789-9647

NAT RES, ALGONQUIN FORESTRY AUTHORITY in Huntsville, Ontario is a Crown corporation responsible for harvesting **timber** in Algonquin Provincial Park and for supplying logs to designated mills. It operates under volume agreement with the Ministry of Natural Resources.

416-965-2761

NAT RES, FINANCIAL SERVICES BR, besides the financial management and accounting functions as outlined in the first entry under Accounting, is responsible for appropriations control, development of accounting and costing systems, financial and cost analyses, pre-audit controls and procedures. Prepares claims under federal-provincial agreements; controls collateral securities and collects records and reports on revenue from **timber** operations, sales and leases of Crown land, mining operations, provincial parks operations, fish and wildlife licences and sundry other cash receipts. For fish and wildlife (hunting) licences sale, see Nat Res Administrative Services Br or contact ministry regional or district offices (listed in the Appendix).

416-965-2785

NAT RES, FOREST RESOURCES BR grows seedlings in provincial nurseries for the public and for Crown reforestation. Manages Crown forests to ensure regeneration, improve quality and growth and to protect them from wild fire, insects and disease. Takes inventory of forest base, controls harvesting and audits utilization in these Crown forests. Advises private landowners on tree planting, tending of woodlots and marketing **timber**. Provides private landowners with direct forestry assistance under the Woodlands Improvement Act. Provides grants to municipalities for land acquisition, the lands to be managed by the Ministry. Develops and tests new methods and equipment related to silviculture. Holds field days for public on growing Christmas trees, maple syrup production and forest management. Through a cooperative arrangement with the Min. of Intergov't Affairs pays grants to reduce property tax on managed forests.

416-965-2731

NAT RES, TIMBER SALES BR is responsible for managing and licensing **timber** sales in Ontario. Contact regional or district offices listed in the Appendix.

## TITLES

Titles, see also Land Titles.

416-963-0465

CCR, REGIONAL PROPERTY REGISTRATION Branches I and II phone numbers are 963-0462 & 963-0466 respectively. The branches operate land registry offices (LRO's) throughout Ontario which provide services of the land titles and land registry systems. The LRO'S register and record documents for real property (land) and personal property **titles** including liens on them. Registration records (including those of condominiums) may be examined for a fee. Mortgages are normally discharged through a lawyer who prepares the document. The discharge is then registered with the local LRO. There is a LRO in each county or district (see Appendix for list). In Toronto LRO'S are located at New City Hall, with these telephone numbers: Toronto and York Land Titles, 965-5248; Toronto Land Registry, 965-7553; Toronto Boroughs and York South Land Registry, 965-7588.

416-965-1316

NAT RES, LANDS ADMINISTRATION BR, Acquisition Section (965-2738) acquires land for ministry needs. Public Lands Section (965-2741) is responsible for the disposition and management of Crown land including cottage lots and water lots; also answers general inquiries. Mining Lands Section (965-1323), is responsible for issuing licences to prospectors, registration and disposition of Crown mining lands; licensing of sand and gravel removals from Crown land (965-6918). **Titles** Section (965-1319) issues Crown leases, land patents (**Crown** patents), licence of occupation. Can give information (from the Domesday Book) on

land that was formerly Crown land. Maintains acreage tax rolls; carries out forfeiture process for patented mining lands.

## TOBACCO

416-965-1058

AG & FOOD, FARM PRODUCTS QUALITY BR, FRUIT & VEGETABLES SECTION regulates the inspection and grading of twenty-five farm products plus flue-cured and burley **tobacco**, honey, maple syrup, Christmas trees, tomato seedlings. Offers technical advice to growers and producers and informs the public on all aspects of food (fruit, vegetables, honey) production, packaging and marketing. Provides the ministry's Information Branch with data on conditions of seasonal crops. Issues licences: to operators of controlled-atmosphere storages and to packers of apples from such storages, to dealers of fruit and vegetables, and to nurseries. Controls disease in nurseries & controls neglected orchards to prevent spread of disease and insect infestation. Administers the Bees Act which requires registration of apiaries (where bees are kept for honey production). To register contact Provincial Apiarist, Dep't. of Environmental Biology, Univ. of Guelph, 519-824-4120 Ext. 2477. See also Appendix for ministry's county or district offices.

416-965-6352

REVENUE, GASOLINE TAX BR administers and collects tax on the sale of fuels taxed under the Gasoline Tax Act (gasoline, aviation fuel, propane), the Motor Vehicle Fuel Tax Act (diesel fuel) and the Tobacco Tax Act (cigarettes, **tobacco**, cigars). Provides refunds of these taxes when applicable and appoints or registers collectors, usually wholesalers or distributors, vendors of heating fuels and taxable diesel fuel users.

## TODAY'S CHILD

416-965-7683

COMM SOC, CHILDREN'S SERV DIV, OPERATIONS responsibilities include program coordination and supervision of the regions. Finance and Program Analysis Unit (965-0210) is responsible for province-wide functions such as aggregation of regional budgets (estimates) and support to regions in budget negotiations between municipalities and social agencies. Operational Support Br (965-1083) provides liaison with province-wide special interest groups; coordinates responses to contentious issues and certain province-wide administrative functions such as maintaining records of wards of training schools (965-4368). Adoption Coordinator (965-2802) coordinates provincial, national and international adoptions services and prepares syndicated newspaper column, **Today's Child**, as an adoption aid (965-6559). Child Abuse Coordinator (965-3130) coordinates Child Abuse Program listed separately in this index (see Comm Soc Children's Serv Div Child Abuse Program).

## TOOL & DIE MAKER

Tool & Die Maker (certification), see Coll Univ Industrial Training Br Trades.

## TOPICAL

416-965-5621

CIV SERV, ADMIN SERVICES BR, COMMUNICATIONS and Publicity Section produces **TOPICAL**, a semi-monthly paper which is distributed to Ontario civil servants including pensioners. JOB MART, a second paper containing information on job openings within the Ontario Public Service is produced as an insert in TOPICAL and as a separate publication on intervening weeks. Also handles job advertising in the press for all Ontario government ministries. Advises Commission staff on publications and related matters.

**TOPSOIL**

Topsoil, see Ag & Food Foodland Development Br

**TORONTO AREA TRANSIT OPERATING AUTHORITY**

416-630-2635

**TORONTO AREA TRANSIT OPERATING AUTHORITY (TATO)** was created to design, establish and operate an inter-regional transit system serving Metro Toronto and the regional municipalities of Peel, Durham, Halton, Hamilton-Wentworth and York. Manages GO Transit, a commuter railway service operated by Canadian National Railways, and a commuter bus service operated by Gray Coach Lines and Trailways of Canada. For information on timetables and fares phone local GO Transit number (in Toronto, 630-3933). TATO reports to the Legislature through the Minister of Transportation & Communications.

**TORONTO-CENTRED REGION**

416-965-3243

**HOUSING, PARKWAY BELT SECTION** under the Community Planning Wing manages the activities involved in the Parkway Belt System. The System is a major part of the **Toronto-Centred Region** Concept that is designed to provide for urban areas physically arranged in two tiers to the west and east of Toronto.

**TOURISM**

416-965-5466

**IND & TOUR, COMMUNICATIONS DIV** has two branches: a media relations branch and a communications services branch providing the ministry with information service including photography, audio-visual, publications, releases, speeches, media liaison and other services (see first entry under Information Service). Operates a library (965-5411) of still and motion pictures to lend to groups interested in **tourism**. Catalogues of films available. See also Ind & Tour Communications Div Advertising.

416-965-3255

**IND & TOUR, COMMUNICATIONS DIV, ADVERTISING SECTION** promotes **tourism** in Ontario through advertising in consumer media and travel trade publications. Also advertises industry and trade development in Ontario and abroad. Agency of Record purchases advertising print space and broadcast time for all ministries, boards and commissions of the Ontario Government. Government information communications program (Ontario 20) provides government information to ethnic or multicultural and non-urban communities through weekly newspapers, ethnic publications, radio and television.

416-965-4622

**IND & TOUR, DEVELOPMENT CORPORATIONS.** The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern Ontario Development Corporation (NODC) assist in and encourage the development and diversification of Ontario industry by providing: financial assistance through incentive and term loans and bank guarantees; sites, facilities and services in two industrial parks; technical, business and financial information and advice. **Tourism** operations, secondary manufacturing industries and service industries allied to manufacturing may avail themselves of this service. Loans are available for establishing new operations such as tourist facilities, expanding present operations, introducing new products and technology, financing exports, purchasing and installing pollution control and energy conservation equipment. Contact corporation regional offices listed in the Appendix.

416-965-4566

IND & TOUR, MANAGEMENT SERVICES BR provides the ministry with administrative services. See first entry under Administrative Services for a description of this function. Also provides the ministry with foreign language services (965-1587). Operates a library (965-3365) that has information on international trade, technology, **tourism**, small business, industry and related subjects. Permits access to its facilities for research purposes.

IND & TOUR, ONTARIO HOUSE, Charles II St., London S.W. 1, England (Tel. 1-930-6404) is part of this Ministry's Industry & Trade Development Europe Branch operations. The Agent General, Ontario House is responsible for representational and other activities in Britain and Ireland on behalf of all Ontario Government ministries. In addition to performing the functions as described under Ind & Tour Industry & Trade Development entry, this office promotes Ontario **tourism**, assists Ontario manufacturers seeking technical and professional personnel not available from Canadian sources and provides the public, business groups and the media with information on Ontario.

416-965-4011

IND & TOUR, PROGRAM PLANNING & ANALYSIS BR assists offices of the Minister, Deputy Minister and Ministry Policy Committee. Provides: strategic planning for development of industry, trade and **tourism** in Ontario; program evaluation procedures and ministry management-by-results reporting format. Coordinates special projects and research into issues that the ministry may be involved with in the future.

416-965-4255

IND & TOUR, TOURISM DEVELOPMENT BR contributes to sound growth of **tourism** with programs designed to help existing & potential tourist facilities operators & investors through three functions: Industry Improvement, Planning & Project Development. Industry Improvement provides technical & business counselling to investors & entrepreneurs; provides info on funding by the Ontario Development Corporations; prepares planning & management manuals (e.g., operation of ski & other resorts, camps, marinas). Planning involves preparation & publicity of studies to identify potential investment & development opportunities of interest to the private sector. Project Development (965-7846) establishes feasibility of **tourism** projects of regional or provincial significance which may require some government assistance to ensure private development.

416-965-5764

IND & TOUR, TOURISM MARKETING BR promotes Ontario **tourism** & use of Ontario facilities for sales meetings and conventions. **Tourism** marketing, geared to the individual tourist and the travel trade, is conducted in domestic and international markets. Activities include mass advertising and promotion in the media; programs to expand sales of Ontario tours, packages and facilities by travel agents & operators; travel counselling; special promotions & on-going counsellor training; distribution of Ministry-produced travel films. The Tourism Market Analysis Section (965-5725) maintains a **tourism** data base and related information service for the industry and provides **tourism** research to support and direct ministry activities. For conventions & sales meetings, call collect 965-4354; for travel trade information, agents & operators can call collect 965-9991. See also Ind & Tour Tourism Marketing Br Ontario Travel.

416-965-4008

IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION accepts collect calls (965-3448 for calls in French). Provides Ontario travel counselling to the public. Supplies information and publication on tourist attractions, accommodations, campgrounds & parks (incl. trails, canoe routes), events, festivals, exhibitions & **tours**.

facilities for hunting, summer & ice fishing, boating, skiing & other winter activities. Distributes road and tourist maps. Reports on up-to-date ski & winter road conditions, fall colour & campgrounds vacancy. Operates nine travel information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald Block). Eleven travel information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

416-965-3475

IND & TOUR, TOURISM OPERATIONS BR provides Tourism Industry Consultants throughout Ontario (see Appendix for list) to assist **tourism** development and marketing at the local and area level. Field staff provide advisory services on all phases of **tourism** planning, development and operation to **tourism** developers, tourist facilities owners and managers. Also provide liaison with municipal officials on **tourism** matters and assist **tourism** organizations to expand their programming. Staff supervise the Ontario Travel Association program and assist other branches of the Ministry with the implementation of various **tourism** programs within the Province. Licences are issued to **tourism** accommodation establishments that are not licenced by the Liquor Licence Board.

## TOURISM RESEARCH

Tourism Research, see Ind & Tour Tourism Marketing Br.

## TOURIST FACILITIES

416-965-4622

IND & TOUR, DEVELOPMENT CORPORATIONS. The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern Ontario Development Corporation (NODC) assist in and encourage the development and diversification of Ontario industry by providing: financial assistance through incentive and term loans and bank guarantees; sites, facilities and services in two industrial parks; technical, business and financial information and advice. Tourism operations, secondary manufacturing industries and service industries allied to manufacturing may avail themselves of this service. Loans are available for establishing new operations such as **tourist facilities**, expanding present operations, introducing new products and technology, financing exports, purchasing and installing pollution control and energy conservation equipment. Contact corporation regional offices listed in the Appendix.

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IND & TOUR, TOURISM DEVELOPMENT BR contributes to sound growth of tourism with programs designed to help existing & potential **tourist facilities** operators & investors through three functions: Industry Improvement, Planning & Project Development. Industry Improvement provides technical & business counselling to investors & entrepreneurs; provides info on funding by the Ontario Development Corporations; prepares planning & management manuals (e.g., operation of ski & other resorts, camps, marinas). Planning involves preparation & publicity of studies to identify potential investment & development opportunities of interest to the private sector. Project Development (965-7846) establishes feasibility of tourism projects of regional or provincial significance which may require some government assistance to ensure private development.

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managers. Also provide liaison with municipal officials on tourism matters and assist tourism organizations to expand their programming. Staff supervise the Ontario Travel Association program and assist other branches of the Ministry with the implementation of various tourism programs within the Province. Licences are issued to tourism accommodation establishments that are not licenced by the Liquor Licence Board.

## TOURS

416-361-0414

CULT & REC, ART GALLERY OF ONTARIO cultivates and advances the cause of visual arts in Ontario with programs, lectures and films on the origin, development, appreciation and techniques of the visual arts. Exhibits works of art from its permanent collection and invitational and loan exhibitions in the art gallery and The Grange, a restored historic Toronto house. Circulates exhibitions to Ontario communities. Offers an art rental service, art book shop, audio-visual library, art reference library, art classes, **tours** and speakers bureau.

416-893-1121

CULT & REC, McMICHAEL CANADIAN COLLECTION, an art gallery in a beautiful setting in Kleinberg has an extensive collection of the works of Canadian artists including Tom Thompson, Emily Carr, David Milne, Clarence Gagnon, J. W. Morrice and the Group Of Seven. Original Group of Seven members were A. Y. Jackson, Lawren Harris, J. E. H. MacDonald, Franklin Carmichael, Arthur Lismer, Frederick H. Varley, Frank H. Johnston. A. J. Casson, Edwin Holgate and LeMoine FitzGerald joined later. Also included are works of art by native peoples. The collection is open every afternoon except Monday. All mornings and all day Monday are reserved for school **tours** by appointment.

416-429-4100

CULT & REC, ONTARIO SCIENCE CENTRE located at Don Mills Road and Eglinton Ave. East in North York, explains science and technology to the public through innovative methods. Invites audience participation in its 550 exhibits and its demonstrations, workshops and theatre presentations. Provides special exhibits, films and lectures; also provides education programs and **tours** for Canadian school classes booked in advance of their visit. Four major travelling exhibits visit shopping malls, schools, libraries, and recreation centres throughout Ontario. The Centre also houses the Ontario Film Institute which is a reference and information centre, the Ontario Film Theatre which screens films, and the Ontario Film Archives.

416-527-1158

CULT & REC, ROYAL BOTANICAL GARDENS (RBG) in Hamilton consists of 2000 acres of developed gardens and natural areas, 27 miles of interpretive nature trails. Educational programs range from courses on horticulture and botany, design with plant material, to credit courses at universities. The RBG also offers the public extensive horticultural information on ornamental, native and poisonous plants, edible and poisonous mushrooms, and information on birds. **Tours** can be arranged. Participates in Outreach Ontario and Festival Ontario.

416-978-3690

CULT & REC, ROYAL ONTARIO MUSEUM, incorporating the Canadiana collections (978-6738) at 14 Queen's Park Crescent West and the McLaughlin Planetarium (978-8558), is the largest of Canada's public museums and a major research institution with excellent collections in 20 departments. These include the arts, archaeology (e.g. Chinese, Egyptian) and the sciences (e.g. Mammalogy, Mineralogy, Entomology, Ornithology, Vertebrate Palaeontology). The departments identify objects related to their fields such as birds, insects, works of

art, artifacts, etc. for information only, not for financial ends (write or call for appointment). The ROM offers **tours**, a Discovery Room (inviting public participation when viewing exhibits), travelling exhibitions, museumobiles, a Speakers Bureau, lectures and art instruction, showings of films, clubs for senior citizens and children. The ROM is at 100 Queen's Park Cres., Toronto.

416-965-7711

IND & TOUR, ONTARIO PLACE CORPORATION operates a 96 acre cultural, entertainment and recreation complex on three man-made islands on Lake Ontario, Toronto including exhibition pavilions, band shell, theatres, the giant-screen cinesphere, live entertainment, the Forum, restaurants, snack bars, boutiques, a marina, pedal boats, boat **tours**, the Canadian destroyer HMCS Haida, mini-golf, land rides, picnic areas, and a children's village with a water play area and play apparatus including a 370-ft four-flumed waterslide. Ontario Place arranges banquets, receptions all year, shows films for conventions and other groups of residents or tourists. Open daily May 17 to Sept. 16 (10 a.m. to 1 a.m. Mon-Sat; 10 a.m.- 10 p.m. Sun). All major attractions are free with admission (no admission charge for senior citizens). Contact Ontario Place Corporation, 955 Lakeshore Blvd. West, Toronto, Ontario, Canada M6K 3B9.

416-965-5764

IND & TOUR, TOURISM MARKETING BR promotes Ontario tourism & use of Ontario facilities for sales meetings and conventions. Tourism marketing, geared to the individual tourist and the travel trade, is conducted in domestic and international markets. Activities include mass advertising and promotion in the media; programs to expand sales of Ontario **tours**, packages and facilities by travel agents & operators; travel counselling; special promotions & on-going counsellor training; distribution of Ministry-produced travel films. The Tourism Market Analysis Section (965-5725) maintains a tourism data base and related information service for the industry and provides tourism research to support and direct ministry activities. For conventions & sales meetings, call collect 965-4354; for travel trade information, agents & operators can call collect 965-9991. See also Ind & Tour Tourism Marketing Br Ontario Travel.

416-965-4008

IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION accepts collect calls (965-3448 for calls in French). Provides Ontario travel counselling to the public. Supplies information and publication on tourist attractions, accommodations, campgrounds & parks (incl. trails, canoe routes), events, festivals, exhibitions & **tours**, facilities for hunting, summer & ice fishing, boating, skiing & other winter activities. Distributes road and tourist maps. Reports on up-to-date ski & winter road conditions, fall colour & campgrounds vacancy. Operates nine travel information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald Block). Eleven travel information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

416-965-9489

LEGISLATIVE ASSEMBLY, ADMINISTRATIVE Office provides financial, personnel and associated administrative services for each Member of Provincial Parliament (MPP) and his or her staff, MPP's constituency offices (see list in the Appendix) and the various offices under the Office of the Legislative Assembly. Information and Tours Services (965-4028) conducts **tours** of the Legislative Building for school groups, associations and individuals. Art **tours** of the Macdonald Block are booked upon request. Provides information service

to visitors on Ontario Travel and the Parliament Buildings and direction to various government offices. Bilingual guides are available. Food and Beverage Services (965-4340) includes Stewards Services (965-7651) which administers the Press Gallery Lounge and the Members Lounge, and the Member's Dining Room (965-2011) which offers MPPs facilities for luncheons, dinners, receptions.

## TOWNS

Towns, see Municipalities

## TOWNSEND

416-965-9164

**HOUSING, MARKETING & LONG TERM PLANNING BR** is responsible for long term market analysis, marketing and planning for all provincial land held by the Ontario Land Corporation for residential, commercial and industrial development (e.g., industrial parks). Responsibility includes related long term financial and economic planning and capital financing. Major developments in the land development program include the new communities of North Pickering and **Townsend** and projects in Malvern, Saltfleet, Hamilton Mountain, Kitchener and Windsor. For information on the North Pickering and **Townsend** Projects, see Housing North Pickering Project and Housing **Townsend** Community Development Project. For information on land available for lease contact Housing Land Operations Br (965-0250) for North Pickering, AG & Food Foodland Development Br (965-9433) for agricultural land, and Govt Serv Realty Services Br Property Administration (965-2040) for the other areas.

416-965-9168

**HOUSING, TOWNSEND COMMUNITY & WESTERN ONTARIO REGION BR** is responsible for the planning and development of a new community on a provincially-owned site in the City of Nanticoke, Region of Haldimand-Norfolk. All other provincial land development projects in western and northwestern Ontario are the responsibility of this branch.

## TOWNSHIPS

Townships, see Municipalities

## TOYS

Stuffed Toys, see Upholstered and Stuffed Articles

## TR & COMM COMMUNICATIONS OPERATIONS BR

**TR & COMM, COMMUNICATIONS OPERATIONS BR** carries out representations and interventions re telecommunications services before the Canadian Radio-Television and Telecommunications Commission (CRTC) on common carrier, cable and broadcast applications; involves provincial comment on Bell Canada and CN/CP rate applications. Regulatory Operations Office (248-3736) investigates customers' complaints regarding their service. Telecommunications Systems Engineering Office (248-3567) provides related assistance to Communications Division; assists independent telephone industry in modernization plans; consults and advises the Ontario Telephone Service Commission on technical matters.

**TR & COMM COMMUNICATIONS POLICY BR**

416-248-3731

TR & COMM, COMMUNICATIONS POLICY BR develops Ontario government policy in communications field. Activities include: development of broadcast, cable and common carrier and independent telephone company policies (248-3711); intergovernmental liaison with other provincial and federal agencies (248-3731); maintaining liaison with cable, broadcast and common carrier industries; undertaking research and analytical studies related to telecommunications services and systems. Has data bank of information on population served by broadcasting and cable firms and on television viewing habits (248-3961).

**TR & COMM COMPUTER SYSTEMS BR**

416-248-3977

TR & COMM, COMPUTER SYSTEMS BR is involved with computer systems development for Ministry applications. Systems specialists also develop computer-related systems for management and regulatory applications. Computer Production Services provides production technical control, equipment acquisition, graphic production and data conversion services, and time sharing.

**TR & COMM COORD EXTERNAL RELATIONS**

416-248-3789

TR & COMM, COORDINATOR EXTERNAL RELATIONS coordinates intergovernmental relationships between Ontario and the other provinces and the federal government in the field of transportation and communications. Coordinator monitors the activities, new programs and legislation of other provincial governments and the federal government, and assesses possible impact on Ministry for information of senior management.

**TR & COMM DESIGN & CONSTRUCTION BR**

416-248-3661

TR & COMM, DESIGN & CONSTRUCTION BR develops policy to administer provincial roads and highways construction program. Reviews, updates and develops new design and construction policies, procedures, specifications, standards and technology for use by regional designer and regional construction; monitors and analyzes their application. Provides technical construction expertise to regional offices. Supplies ministry projects with special engineering design services, detailed design of electrical facilities and drainage and hydrology studies. Reviews contract documents, prepares them for advertising; processes contract awards and monitors contract payments. Monitors regions to ensure that policies and procedures for administering construction contracts are met. Ministry's regional and district offices are listed in the Appendix.

**TR & COMM DRIVER CONTROL OFFICE**

416-965-1581

TR & COMM, DRIVER CONTROL OFFICE, Licensing & Control Branch ensures that Ontario drivers are competent to operate vehicles; keeps records to identify problem drivers. Runs demerit point system including driver improvement counselling; issues warnings; conducts interviews, re-examinations, and suspends and reinstates driver's licence as required by statute. Checks collision reports to determine need for re-examinations, medical or vision certificate. Contact regional and district offices listed in the Appendix. Re suspensions of uninsured drivers under the Motor Vehicle Accident Claims Act, call CCR Motor Vehicle Accident Claims, Tel. 963-0501. For fines non-payment call Defaulted Fines Control Centre under the Ministry of the Attorney General, Tel. 965-3711.

**TR & COMM DRIVER LICENSING OFFICE**

416-965-7143

TR & COMM, DRIVER LICENSING OFFICE, Licensing & Control Branch issues an appropriate driver's licence (including learners permits, renewals, replacements and corrections of licences) to all eligible applicants in Ontario. Collects and refunds appropriate fees to drivers. Maintains statistics on collisions. For driver examination contact regional or district offices listed in the Appendix; in Toronto call Central Region Licence Issuing at Queen's Park, 965-2206 or at Downsview, 248-7163.

**TR & COMM DRIVERS & VEHICLES REGIONAL OPERATIONS**

416-248-7154

TR & COMM, DRIVERS & VEHICLES REGIONAL OPERATIONS, through five Regional and thirteen District Offices located throughout Ontario, provides driver examination and licensing, vehicle licensing and inspections and highway carrier licensing. These programs are described individually under Tr & Comm Driver Control Office, Tr & Comm Driver Licensing Office, Tr & Comm Vehicle Licensing Office, Tr & Comm Vehicle Inspections, Tr & Comm Highway Carrier Licensing and Tr & Comm Vehicle Records & Information. In addition, this office coordinates enforcement of legislation concerning public commercial vehicles and public vehicles and has a Staff Safety Office which is responsible for policies and programs to protect ministry employees from work-related accidents and injuries. For information and services contact regional and district offices listed in the Appendix.

**TR & COMM ECONOMIC POLICY OFFICE**

416-248-3634

TR & COMM, ECONOMIC POLICY OFFICE develops economic policies for the transportation sector. Provides transport or shipping advice to small business and produces a monthly newsletter on transport development. Divided into three sections: Modal Studies (248-3744); Forecasting (248-3756); and Pricing and Market Studies (248-3634).

**TR & COMM ENGINEERING CLAIMS OFFICE**

416-248-3611

TR & COMM, ENGINEERING CLAIMS OFFICE assesses claims for additional costs submitted by contractors awarded ministry engineering contracts including all phases of highways construction and maintenance, construction of bridges and tunnels and associated work.

**TR & COMM ENGINEERING MATERIALS OFFICE**

416-248-3987

TR & COMM, ENGINEERING MATERIALS OFFICE, Materials & Laboratory Services Section (248-3684) provides laboratory testing, technical evaluation and approval services related to soils, aggregates, asphalt, concrete, metals and chemicals used in construction and maintenance of highways and structures, e.g., bridges. Quality Assurance Section (248-3688) provides quality assurance policies and guidelines for Portland and asphalt concrete pavements and provides specialized expertise in this area. Soil Mechanics Section (248-3282) carries out field investigations and recommends type of structure foundations and provides specialized expertise in this area. Pavement Design & Management Section (248-3255) provides pavement structure design and management as well as aggregate use policies and guidelines and provides specialized expertise in these areas.

**TR & COMM ENGINEERING RESEARCH & DEVELOPMENT BR**

416-248-3355

TR & COMM, ENGINEERING RESEARCH & DEVELOPMENT BR conducts research to improve the physical attributes of highways (pavement, bridges and other highway structures, material and quality assurance, e.g. asphalt and concrete). Coordinates the development of the Ontario Bridges Design Code. Also conducts research to improve techniques for using earth resources in highway building. Performs special studies involving technology resources and value engineering studies to assist in making sound engineering and cost-related management decisions. Publishes research reports. Develops traffic barriers to protect maintenance staff on highways from hazards of impacting vehicles. Develops illumination design systems, guide rails and barriers, monitors lighting on highways and develops means of saving energy in city street lighting. Coordinates the ministry's metric conversion program.

**TR & COMM ESTIMATING OFFICE**

416-248-3401

TR & COMM, ESTIMATING OFFICE advises senior Ministry officials on the fair price to pay for highways construction and maintenance contracts. Can provide and economic analysis of highway construction and related work. Produces periodic reports on construction costs per mile, structure and unit bid price values, along with the quantities and worth of manufactured and raw materials incorporated into the work.

**TR & COMM FINANCIAL BR**

416-248-3465

TR & COMM, FINANCIAL BR supplies the ministry with financial management and accounting services. For a description of functions, refer to the first entry under Accounting.

**TR & COMM FINANCIAL MANAGEMENT SERVICES**

416-248-3751

TR & COMM, FINANCIAL MANAGEMENT SERVICES provides financial perspectives of new policies and programs to senior management so they can balance these financial perspectives against the policy and technical perspectives. Organized into three offices: Financial Analysis and Assessment Office, Forecasting Office, and Budgetary Review Office.

**TR & COMM HIGHWAY CARRIER LICENSING**

416-248-7146

TR & COMM, HIGHWAY CARRIER LICENSING SECTION, Licensing & Control Br issues licences to public vehicles (PV), e.g., bus & charter operations and to public commercial vehicles (PCV), e.g., trucks, truck tractors and freight forwarders operating in Ontario beyond the urban municipality. Inspects commercial vehicles for compliance with law on oversize & overweight vehicles. Oversize/overweight permits are issued on an annual, project and special trip basis. Applications for cartage licences within a municipality should be made at the Clerk's offices in municipalities. The branch will advise shippers of the extent of authority of any trucking company they may wish to have ship their goods. Contact regional and district offices listed in the Appendix.

**TR & COMM INTERNAL AUDIT BR**

416-248-3366

TR & COMM, INTERNAL AUDIT BR performs the audit functions for this Ministry and the Ministry of Northern Affairs as described in the first entry under Audit. In addition the

branch analyzes Ministry claims and negotiations and advises on settlements. The Branch audits Ministry electronic data processing systems, design and tender documents prior to awarding of contracts, payment records on Ministry, and Ministry-subsidized contracts. Also audits contractors and suppliers records, and municipal records to ensure that subsidies are spent as approved.

**TR & COMM MAINTENANCE BR**

416-248-3665

TR & COMM, MAINTENANCE BR, Maintenance Operations Office (248-3665) develops and implements standards for maintenance of roads & highways. Prepares and controls annual maintenance budget. Maintenance Services Office (248-3206) manages maintenance services on roads, highways and rights-of-way (e.g., snowplowing & salt application, landscape design, tree planting and removal, weed control, zone striping, erection and maintenance of highway signs & electrical installations). With Engineering Research & Development Br conducts a project to study various winter maintenance activities, e.g. salt use. Maintenance services are conducted by Operations Regional & District offices (listed in the Appendix). See also other entries under Tr & Comm Maintenance Br Office Name.

**TR & COMM MAINTENANCE BR EQUIPMENT**

416-248-3231

TR & COMM, MAINTENANCE BR, EQUIPMENT ENGINEERING OFFICE maintains fleet of vehicles and equipment for the Ministry and trains garage staff on fleet maintenance and management. Contact Operations Regional and District Offices (listed in the Appendix). See also other entries under Tr & Comm Maintenance Br for other branch functions.

**TR & COMM MAINTENANCE BR SIGNS & BLDG PERMITS**

416-248-3235

TR & COMM, MAINTENANCE BR, SIGNS & BUILDING PERMITS Section prepares policy and issues permits for advertising signs and buildings on roads and highways rights-of-way. Permits are issued by Operations Regional and District offices (see list in the Appendix). See also other entries under Tr & Comm Maintenance Br for other branch functions.

**TR & COMM MAINTENANCE BR TRAFFIC ENGINEERING**

416-248-3781

TR & COMM, MAINTENANCE BR, TRAFFIC ENGINEERING Office develops and implements policies, standards and procedures for traffic control devices such as traffic signs, signals, illumination, speed limits, etc. Develops improvements in traffic control techniques and devices and assists in municipal studies and improvements. Provides traffic data collection service for other branches of the ministry. Conducts Freeway Surveillance Program. Contact Operations Regional or District Offices listed in the Appendix. See also other entries under Tr & Comm Maintenance Br for other activities of this branch.

**TR & COMM MANAGEMENT IMPROVEMENT BR**

416-248-7103

TR & COMM, MANAGEMENT IMPROVEMENT BR reviews, recommends and implements changes for increased efficiency and effectiveness of ministry management, structural organization, and management systems, procedures and practices. Carries out management studies and provides an internal management consultant service.

**TR & COMM MUN-PROV TRANSPORTATION BR AVIATION**

416-248-3325

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, AVIATION OFFICE develops provincial policy on aviation matters. Plans provincially funded air service. Administers financial assistance to municipalities for local airports. Plans and programs the construction and maintenance of remote airports. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

**TR & COMM MUN-PROV TRANSPORTATION BR ENVIRONMENT**

416-248-3931

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, ENVIRONMENTAL OFFICE develops environmental policy, procedures and management practice for provincial transportation and communications programs. Conducts environmental assessments for work on provincial roads. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

**TR & COMM MUN-PROV TRANSPORTATION BR MUNICIPAL**

416-248-3621

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, MUNICIPAL ROADS OFFICE develops policy for the provision of financial assistance to all municipalities and groups in unorganized territories for the construction and maintenance of roads and bridges. Develops systems to assist municipalities in the overall programming of capital works. Administers the Urban Transportation Assistance Program. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

**TR & COMM MUN-PROV TRANSPORTATION BR PROV ROADS**

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, PROVINCIAL ROADS OFFICE develops program spending policy on provincial roads and evaluates results (248-3571). To provide references in program planning the branch maintains supporting highway inventory, i.e. a linear reference system, data on physical attributes of highways such as bridges, and data on accidents and traffic volume (248-3066). Coordinates the ministry's corridor policy concerning use of land adjacent to roads and highways (248-3658). Undertakes special urgent planning studies (248-3571). See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

**TR & COMM MUN-PROV TRANSPORTATION BR TRANSIT**

416-248-3785

TR & COMM, MUN-PROV TRANSPORTATION BR, TRANSIT OFFICE provides financial assistance to municipalities for transit operations by bus, streetcar and subway; for construction, acquisition and rehabilitation of capital assets and equipment; for transit planning studies and demonstration projects. Provides municipalities with technical and organizational assistance in transit operations. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

**TR & COMM OFFICE OF LEGAL SERVICES**

416-248-3617

TR & COMM, OFFICE OF LEGAL SERVICES provides legal services for the ministry including advice on driver and vehicle matters (248-3131). See first entry under Legal Services for description of functions. Regional solicitors who deal primarily with property matters are located in the Operations Division regional and district offices in Toronto, (248-3074);

London, (519-681-1441); North Bay, (705-472-7900) and Kingston, (613-544-2220). Insurance & Claims (248-3127) handles insurance claims against the Crown for injuries and property damage arising from accidents on provincial highways or involving government vehicles, as well as claims by the Crown for damage to highway property or government vehicles excluding OPP vehicles.

**TR & COMM ONT HIGHWAY TRANSPORT BOARD**

416-965-1845

TR & COMM, ONT HIGHWAY TRANSPORT BOARD, a regulatory tribunal, controls approval of operation of bus or truck for hire businesses on Ontario highways by holding hearings at offices in Toronto and throughout the province. Recommends to the Minister of Transportation & Communications the denial or issuance of licences.

**TR & COMM ONT TELEPHONE SERVICE COMMISSION**

416-248-3831

TR & COMM, ONT TELEPHONE SERVICE COMMISSION is responsible for regulating the providers of telephone services under provincial jurisdiction, under the Telephone Act. There are 35 telephone systems under the jurisdiction of the Ontario Telephone Service Commission. Bell Canada is not under this jurisdiction; it reports to the Canadian Radio-Television & Telecommunications Commission (CRTC).

**TR & COMM OPERATIONS REGIONAL OPERATIONS**

416-248-3238

TR & COMM, OPERATIONS, REGIONAL OPERATIONS, through five Regional and 18 District offices in Ontario operates the Provincial Roads System by performing design, maintenance and construction activities. Operations programs are described individually under TR & Comm Branch or Program Name. Contact Operations Regional or District offices listed in the Appendix.

**TR & COMM PERSONNEL BR**

416-248-3643

TR & COMM, PERSONNEL BR performs the personnel functions for the Ministry of Transportation & Communications. For a description of branch activities, see first entry under Personnel.

**TR & COMM PRIORITY DEVELOPMENT BR**

416-248-3551

TR & COMM, PRIORITY DEVELOPMENT BR assesses provincial road requirements and develops roads and highways construction program to meet these requirements.

**TR & COMM PROGRAM DEVELOPMENT BR**

416-248-3548

TR & COMM, PROGRAM DEVELOPMENT BR determines regulatory program needs of drivers and private and commercial vehicles by conducting an annual evaluation of their performance. Develops new programs and strategies to meet Ontario's social, economic, environmental and technological needs. Establishes standards for drivers and vehicles. Negotiates licence-plate reciprocity agreements (commercial vehicles) with the United States and other Canadian jurisdictions and provides information and liaison on matters relating to government policies concerning the highway carrier industries. Manages the vehicle equipment approval program and investigates accidents in which condition of vehicles may

have been contributory factor. Develops and modifies procedures for safety standards enforcement. Prepares drafts for proposed legislation and regulations.

**TR & COMM PROPERTY BR**

416-248-3967

TR & COMM, PROPERTY BR is responsible for policies and procedures pertaining to the appraisal and acquisition including expropriation of property required for Ministry programs. Also handles administration and land management (248-3213). Contact Operations regional and district offices listed in the Appendix. In Metro Toronto, call Central Region, 248-3455.

**TR & COMM PUBLIC & SAFETY INFORMATION BR**

416-248-3501

TR & COMM, PUBLIC & SAFETY INFORMATION BR originates & coordinates programs and projects stressing safety in the operation of cars and commercial vehicles, motorcycles, mopeds, bicycles and snowmobiles and school bus operations. Provides information service for the ministry (see first entry under Information Service for a description of this function). Originates and supplies school safety materials and seat belt posters and information and provides related safety films. Provides road bulletins and telephone road reporting service for the public and the media on condition of roads and highways in Ontario. For this service in Metro Toronto, contact 248-3561. Elsewhere in Ontario contact TR & Comm Operations regional or district offices listed in the Appendix.

**TR & COMM STRATEGIC POLICY SECRETARIAT**

416-248-7121

TR & COMM, STRATEGIC POLICY SECRETARIAT is an internal secretariat working directly for the Minister or Deputy Minister. Manages ministry's strategic policy development and planning process. Assesses external factors affecting present or future ministry strategy and prepares special strategic policy studies. Handles inquiries about the ministry's Strategic Policy Committee.

**TR & COMM STRUCTURAL OFFICE**

416-248-3492

TR & COMM, STRUCTURAL OFFICE, Highway Engineering Div designs bridges and retaining walls on highways and prepares plans and contract documents for their construction. Reviews proposed designs of municipal bridges and culverts and inspects them to determine safe loads, maintenance needs and structure life. Recommends enactment of municipal load limit by-laws. Generates and maintains structural standards, structural manuals and handbooks and design aids.

**TR & COMM SUPPLY & SERVICES BR**

416-248-3178

TR & COMM, SUPPLY & SERVICES BR provides the ministry with various services. Purchasing & Supply Office (248-3361) purchases government vehicles, construction, maintenance & operating supplies & equipment. Prepares manuals, publications, maps, e.g., Ontario road maps (248-3476) & photographs for ministry and public distribution; performs records management & has a reference library (248-3591). General Services Office (248-3853) runs a garage and instrument repair service; controls movable assets. Disposal Section (248-3725) holds auctions of government vehicles. Tenders Section (248-3651) advertises and supplies information on construction & supply contracts; conducts openings of tenders. Special Services Office (248-3364) provides administrative services including accommodation

design; establishes sites for and inspects freeway service centres; provides Ministry telecommunication & remote airport directional systems. Graphic Services Office (248-3557) provides art, display, reproduction facilities.

**TR & COMM SURVEYS AND PLANS OFFICE**

416-248-3248

TR & COMM, SURVEYS AND PLANS OFFICE, Highway Engineering Div provides the ministry with: aerial and ground surveys relative to remote sensing, computer graphics, photogrammetric plans, cartographic maps, legal survey plans and documents. Maps are available to the public through ministry's Supply & Services Branch Map Unit (248-3476). Contact Operations regional or district offices listed in the Appendix.

**TR & COMM SYSTEMS RESEARCH ACOUSTICS**

416-248-3771

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Acoustics Research Program studies noise from highways and other transportation components to: reduce excessive noise, understand its effects and develop standards for control. Develops noise barriers; studies noise of pavement surfaces and traffic, and assesses impact of trains.

**TR & COMM SYSTEMS RESEARCH COMMERCIAL VEHICLES**

416-248-7141

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Commercial Vehicles Operations & Safety Program studies: stability of vehicles, braking and handling including effects of mechanical and structural condition as related to operational performance and safety, impact of new vehicle standards and provincial highway regulations on safety, driver characteristics and commercial vehicles accidents data and statistics.

**TR & COMM SYSTEMS RESEARCH DRIVERS & VEHICLES**

416-248-7191

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Drivers & Vehicles Research Program improves safety and operational efficiency of road transportation by studying driver, vehicle and roadway operating characteristics, i.e., effectiveness of seat belt legislation and lowered speed limits, drinking and driving, driver education. Improves public transit service acceptability by studying rider attitudes, preferences and behaviour concerning conventional modes of transportation. Studies social impact of ministry undertakings through citizen involvement procedures. This includes effect of noise, impact of constructing new roads and highways and effect of energy future.

**TR & COMM SYSTEMS RESEARCH ENERGY MANAGEMENT**

416-248-7141

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Energy Management Program in conjunction with the Ministry of Energy, studies use of fuels by road vehicles to support fuel conservation legislation and to direct the energy management program. Examines, tests and implements fuel conservation measures. Studies alternative fuels, especially methanol.

**TR & COMM SYSTEMS RESEARCH TRANSIT SYSTEMS**

416-248-3771

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Transit Systems Program conducts research in: Wheel-Rail Technology (e.g. study & simulation of

stability and curving of rail vehicles, noise generated by wheel-rail interaction); Transit Infrastructure (e.g. elevated guideway design for light rail transit, simulation studies of vehicle & guideway interactions, establishment of Ont. highway bridges design codes); Electrical Motor Performance with respect to vehicle propulsion and performance studies of battery-powered electric vehicles; Other Transit Systems Applications, e.g. car pooling, dial-a-bus, transit demand modelling, bus applications & operations, computer modelling of various operating strategies; Transit Systems Reliability to aid in planning of maintenance facilities & spares provision and to develop reliability models for different transit systems.

## **TR & COMM SYSTEMS RESEARCH TRANSPORTATION SYSTEMS**

416-248-7141

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Transportation Systems Management & Control Program carries out research and development in transportation systems management to promote more efficient use of existing resources in moving people and goods. Projects include computerized freeway surveillance and control of the Queen Elizabeth Way, conceptual design of computerized area traffic control system for small cities. Maintains a library of traffic flow computer programs and control systems.

## **TR & COMM URBAN & REGIONAL PLANNING OFFICE**

416-248-3727

TR & COMM, URBAN & REGIONAL PLANNING OFFICE provides ministry and government officials with long range travel forecasts and evaluations, transportation plans, development strategies, policies and programs. Administers planning assistance to municipalities for transportation planning studies.

## **TR & COMM VEHICLE INSPECTIONS SECTION**

416-248-7163

TR & COMM, VEHICLE INSPECTIONS, Licensing & Control Branch administers programs designed to reduce death, injury and property damage caused by defective vehicles. Inspection mechanics under licences of appointed inspection stations are permitted to issue safety standard certificates confirming mechanical fitness of vehicles. Roadside inspection sites throughout Ontario and at commercial vehicle operators' terminals inspect safety related vehicle components or systems on heavy commercial motor vehicles. Permanent inspection lanes at Downsview (248-3409) and portable inspection lanes travelling throughout the province during the summer months identify light vehicles (cars and light trucks) having defects affecting safety of operation. School bus safety inspections are conducted semi-annually. Contact regional or district offices listed in the Appendix. In Metro Toronto call Central Region, 248-7163.

## **TR & COMM VEHICLE LICENSING**

416-965-7168

TR & COMM, VEHICLE LICENSING OFFICE, Licensing & Control Branch registers and issues licences for all motor vehicles, trailers and snow vehicles (e.g. snowmobiles). Issues licences to premises used for wrecking or dealing in motor vehicles, to all for-hire truck operations under the Public Commercial Vehicles (PCV) Act and to all bus and charter operations under the Public Vehicles (PV) Act (see Tr & Comm Highway Carrier Licensing Section). Although management and control of program is administered at Queen's Park, licensing is available throughout Ontario through agents at 315 locations. For questions on how to get licences for vehicles contact local agent or Agents Issuing Section 965-1226, Queen's Park Licensing 965-2206, or Downsview Motor Vehicles Licensing 248-7171,

Highway Carrier Licensing (PCV & PV) 248-7146. For information on ownership of vehicles see TR & COMM Vehicle Records & Information.

## TR & COMM VEHICLE RECORDS & INFORMATION

416-965-1500

TR & COMM, VEHICLE RECORDS & INFORMATION, Licensing & Control Br provides information on vehicles to the police (965-4395) & for a fee to insurance companies, legal firms & the public. Write to: Vehicle Records, Min. of Transportation & Communications, Ferguson Block, Queen's Park, Toronto M7A 2A2; or go in person to Macdonald Block, Queen's Park or District Offices (see Appendix). Search Group (965-1563) provides current or historical (current plus 3 years) data on vehicles ownership, description & insurance searched by plate number, owner's name or serial number (for passenger cars and trailers). Fee is \$3. Terminal Operations (965-9545) issues replacement copies of lost vehicle permits at \$2. Inquire about replacements already applied for at 965-4620. Public Resolve Group (965-3635) helps correct records on vehicles when parking summonses & warrants were wrongly issued, or vehicles were sold & purchaser failed to complete transaction.

## TRADE

416-965-7119

IND & TOUR, INDUSTRY & TRADE ANALYSIS BR Economic Analysis Section (965-5354) analyzes major industrial development issues to develop recommendations that will enhance the Ontario business environment. Market Research Section (965-4347) collects and analyzes international and domestic market data to assist expansion and diversification of Ontario manufacturing industry. Provides statistics and market data to industrial development and marketing officers and to the business community. Provides name of manufacturers of unusual or hard to find products. Publishes 'Ontario in Statistics' and 'Ontario Exports by Countries and Commodities'. A booklet on the exports business (Exporting Made Easier) is also available on request (965-8644).

IND & TOUR, INDUSTRY & TRADE DEVELOPMENT, responsible for the ministry's international operations, is decentralized into three areas: NORTH AMERICA BR (965-1015), EUROPE BR (965-5715), SPECIAL AREAS BR (965-5288). Assists business and the manufacturing industry in developing **trade** leads and sales outlets. Investigates marketing problems; screens potential licensees or joint ventures partners; assists in capital projects abroad. Organizes **trade**, technology and business opportunity missions, international **trade** fairs. Counsels foreign companies seeking manufacturing investment opportunities in Ontario. North America Br has offices in New York, Chicago, Los Angeles. Europe Br covers all European countries with offices in Brussels, Frankfurt, London, Milan, Paris & Stockholm. Special Areas Br deals with remaining areas and has offices in Tokyo. This branch also assists architects, engineers, heavy equipment manufacturers in obtaining international capital projects.

416-965-4566

IND & TOUR, MANAGEMENT SERVICES BR provides the ministry with administrative services. See first entry under Administrative Services for a description of this function. Also provides the ministry with foreign language services (965-1587). Operates a library (965-3365) that has information on international **trade**, technology, tourism, small business, industry and related subjects. Permits access to its facilities for research purposes.

416-965-4011

IND & TOUR, PROGRAM PLANNING & ANALYSIS BR assists offices of the Minister, Deputy Minister and Ministry Policy Committee. Provides: strategic planning for

development of industry, **trade** and tourism in Ontario; program evaluation procedures and ministry management-by-results reporting format. Coordinates special projects and research into issues that the ministry may be involved with in the future.

416-965-2999

TREAS ECON, ECONOMIC POLICY BR conducts research and develops economic policy strategies in the areas of industry development, anti-inflation, energy, international **trade**, competition, and manpower policy and short and medium-term industrial and economic forecasts.

## TRADE CERTIFICATION

416-965-4211

COLL UNIV, INDUSTRIAL TRAINING BR, TRADES. The branch conducts industrial training or apprenticeship programs for many trades under the Apprenticeship and Tradesmen's Qualification Act. Regulations under the Act set standards and conditions of training for some regulated trades. Compulsory **trade certification** is required for these regulated trades: construction trades (e.g., electrician, plumber, refrigeration and air conditioning mechanic, sheet metal worker, steamfitter), automotive trades (e.g., motor vehicle mechanic and related mechanics) and service trades (e.g., barber, hairdresser). Certification is voluntary for other regulated trades such as carpenters and industrial trades (e.g., machinist, tool and die maker). Contact local Industrial Training office (listed in the Appendix). See also Coll Univ Industrial Training Br for other activities of this branch.

## TRADE SCHOOLS

Trade Schools, see Private Vocational Schools

## TRADE UNIONS

Trade Unions, see Unions

## TRAFFIC

416-965-7338

ATT GEN, CROWN ATTORNEYS' OFFICE, Judicial District of York prosecutes all Criminal Code of Canada offences occurring within this Judicial District. Crown Attorneys inform police, lawyers and the public on general matters related to such offences. Members attend coroners' inquests as agents for the Solicitor General. The office supervises prosecutions of Highway **Traffic** Act offences in Provincial Courts within the Judicial District. Office activities include keeping of County Court Clerk's records, issuance of court papers and subpoenae, preparation of probation orders, collection of fines and restitution, holding bail monies for disposition, issuance of bailiff's licence and investigating complaints against bailiffs. Inquiries on these matters outside the Judicial District of York should be referred to the Crown Attorney for the appropriate county or judicial district.

416-965-7523

ATT GEN, PROVINCIAL COURTS CRIMINAL DIV, METRO Toronto deal with all criminal charges under the federal and provincial statutes and by-laws of the Municipality of Metropolitan Toronto and its boroughs (e.g. **traffic** violations). Parking tags issued by the Metro Police are payable at the Court offices (965-7534 if paid in person; 965-7515 if paid by mail). Summons Issuance (965-2177) issues summonses for minor criminal and liquor law violations. For inquiries re: payment of fines following conviction and driver's licence suspension for non-payment of fines, call 965-7537. For bail procedures to release a person from custody contact Justice of the Peace of the court's branches or the Bail Office (965-7522). Civil marriages are performed Monday to Friday, appointments to be made in person

and in advance (965-7227). Contact Central Court at 60 Queen St. W. (965-7523) or area courts: Metro North (663-5440), Metro East (757-3686), Metro West (252-7891). There are four **Traffic** Tribunals: North York (226-5440), York (248-3705), Metro East (757-3686) and Metro West (252-7891).

416-965-5444

SOL GEN, OPP, TRAFFIC INVESTIGATIONS BR enforces vehicle **traffic** laws. Investigates complaints about all aspects of **traffic** and analyzes collisions of vehicles to determine how to make highways safer. OPP district headquarters are listed in the Appendix.

416-248-3781

TR & COMM, MAINTENANCE BR, TRAFFIC ENGINEERING Office develops and implements policies, standards and procedures for **traffic** control devices such as traffic signs, signals, illumination, speed limits, etc. Develops improvements in **traffic** control techniques and devices and assists in municipal studies and improvements. Provides **traffic** data collection service for other branches of the ministry. Conducts Freeway Surveillance Program. Contact Operations Regional or District Offices listed in the Appendix. See also other entries under Tr & Comm Maintenance Br for other activities of this branch.

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, PROVINCIAL ROADS OFFICE develops program spending policy on provincial roads and evaluates results (248-3571). To provide references in program planning the branch maintains supporting highway inventory, i.e. a linear reference system, data on physical attributes of highways such as bridges, and data on accidents and **traffic** volume (248-3066). Coordinates the ministry's corridor policy concerning use of land adjacent to roads and highways (248-3658). Undertakes special urgent planning studies (248-3571). See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

416-248-3771

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Acoustics Research Program studies noise from highways and other transportation components to: reduce excessive noise, understand its effects and develop standards for control. Develops noise barriers; studies noise of pavement surfaces and **traffic**, and assesses impact of trains.

416-248-7141

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Transportation Systems Management & Control Program carries out research and development in transportation systems management to promote more efficient use of existing resources in moving people and goods. Projects include computerized freeway surveillance and control of the Queen Elizabeth Way, conceptual design of computerized area **traffic** control system for small cities. Maintains a library of **traffic** flow computer programs and control systems.

## TRAILERS

416-965-7168

TR & COMM, VEHICLE LICENSING OFFICE, Licensing & Control Branch registers and issues licences for all motor vehicles, **trailers** and snow vehicles (e.g. snowmobiles). Issues licences to premises used for wrecking or dealing in motor vehicles, to all for-hire truck operations under the Public Commercial Vehicles (PCV) Act and to all bus and charter operations under the Public Vehicles (PV) Act (see Tr & Comm Highway Carrier Licensing Section). Although management and control of program is administered at Queen's Park, licensing is available throughout Ontario through agents at 315 locations. For questions on how to get licences for vehicles contact local agent or Agents Issuing Section 965-1226, Queen's Park Licensing 965-2206, or Downsview Motor Vehicles Licensing 248-7171,

Highway Carrier Licensing (PCV & PV) 248-7146. For information on ownership of vehicles see TR & COMM Vehicle Records & Information.

416-965-1500

TR & COMM, VEHICLE RECORDS & INFORMATION, Licensing & Control Br provides information on vehicles to the police (965-4395) & for a fee to insurance companies, legal firms & the public. Write to: Vehicle Records, Min. of Transportation & Communications, Ferguson Block, Queen's Park, Toronto M7A 2A2; or go in person to Macdonald Block, Queen's Park or District Offices (see Appendix). Search Group (965-1563) provides current or historical (current plus 3 years) data on vehicles ownership, description & insurance searched by plate number, owner's name or serial number (for passenger cars and **trailers**) Fee is \$3. Terminal Operations (965-9545) issues replacement copies of lost vehicle permits at \$2. Inquire about replacements already applied for at 965-4620. Public Resolve Group (965-3635) helps correct records on vehicles when parking summonses & warrants were wrongly issued, or vehicles were sold & purchaser failed to complete transaction.

## TRAILS

416-965-4008

IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION accepts collect calls (965-3448 for calls in French). Provides Ontario travel counselling to the public. Supplies information and publication on tourist attractions, accommodations, campgrounds & parks (incl. **trails**, canoe routes), events, festivals, exhibitions & tours, facilities for hunting, summer & ice fishing, boating, skiing & other winter activities. Distributes road and tourist maps. Reports on up-to-date ski & winter road conditions, fall colour & campgrounds vacancy. Operates nine travel information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald Block). Eleven travel information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

416-965-2745

NAT RES, PROVINCIAL PARKS BR manages provincial parks, canoe routes, water access points, snowmobile **trails**, waterfowl hunting areas. Also manages park campgrounds, **trails** and concessions. Cooperates with federal government and municipalities in planning parks and provides financial assistance to municipalities for park development. For general information on parks contact 965-3081 and for park vacancy reports during the summer months call 967-0427 9 A.M. to 9 P.M., seven days a week. Develops and coordinates provincial parks planning and other public recreation facilities (965-3981). Assists other government and private agencies with related planning. Contact regional or district offices listed in Appendix.

## TRAINING

Training, see Apprenticeship or Industrial Training, Institutional Training, Rehabilitation. See also specific subject or activity for which training is required, e.g., Fitness, French (language), Home Economics, Personnel Administrators, Records Management, Teachers, etc. Training (staff development) programs in the Ontario Public Service are identified, developed and conducted by Civ Serv Staff Dev Br Staff Development Services Section, in cooperation with each ministry's Personnel Branch (see listings under Personnel). Some ministries have their own staff training branches (refer to ministries' branch listings).

## TRAINING SCHOOLS

Training Schools are live-in residences for young people who have been found delinquent and committed to the schools by a family court judge. The schools are equipped with educational and recreational facilities.

COMM SOC, CHILDREN'S SERV DIV, JUVENILE CORRECTIONS PROGRAM provides observation and detention services (in observation and detention homes) for juveniles awaiting court disposition. Supervises juveniles placed on probation by family court judges. Operates residential **training schools** for delinquent children or youth. Through aftercare services, supervises wards graduated from **training schools** and placed in community programs. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943. **Training schools**, observation and detention homes and probation & aftercare offices are also listed in the Appendix.

416-965-7683

COMM SOC, CHILDREN'S SERV DIV, OPERATIONS responsibilities include program coordination and supervision of the regions. Finance and Program Analysis Unit (965-0210) is responsible for province-wide functions such as aggregation of regional budgets (estimates) and support to regions in budget negotiations between municipalities and social agencies. Operational Support Br (965-1083) provides liaison with province-wide special interest groups; coordinates responses to contentious issues and certain province-wide administrative functions such as maintaining records of wards of **training schools** (965-4368). Adoption Coordinator (965-2802) coordinates provincial, national and international adoptions services and prepares syndicated newspaper column, Today's Child, as an adoption aid (965-6559). Child Abuse Coordinator (965-3130) coordinates Child Abuse Program listed separately in this index (see Comm Soc Children's Serv Div Child Abuse Program).

## TRANSIT

Transit, see also Transportation.

416-630-2635

TORONTO AREA TRANSIT OPERATING AUTHORITY (TATOA) was created to design, establish and operate an inter-regional **transit** system serving Metro Toronto and the regional municipalities of Peel, Durham, Halton, Hamilton-Wentworth and York. Manages GO Transit, a commuter railway service operated by Canadian National Railways, and a commuter bus service operated by Gray Coach Lines and Trailways of Canada. For information on timetables and fares phone local GO Transit number (in Toronto, 630-3933). TATOA reports to the Legislature through the Minister of Transportation & Communications.

416-248-3785

TR & COMM, MUN-PROV TRANSPORTATION BR, TRANSIT OFFICE provides financial assistance to municipalities for **transit** operations by bus, streetcar and subway; for construction, acquisition and rehabilitation of capital assets and equipment; for **transit** planning studies and demonstration projects. Provides municipalities with technical and organizational assistance in **transit** operations. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

416-248-7191

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Drivers & Vehicles Research Program improves safety and operational efficiency of road transportation by studying driver, vehicle and roadway operating characteristics, i.e., effectiveness of seat belt legislation and lowered speed limits, drinking and driving, driver education. Improves

public **transit** service acceptability by studying rider attitudes, preferences and behaviour concerning conventional modes of transportation. Studies social impact of ministry undertakings through citizen involvement procedures. This includes effect of noise, impact of constructing new roads and highways and effect of energy future.

416-248-3771

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the **Transit** Systems Program conducts research in: Wheel-Rail Technology (e.g. study & simulation of stability and curving of rail vehicles, noise generated by wheel-rail interaction); **Transit** Infrastructure (e.g. elevated guideway design for light rail transit, simulation studies of vehicle & guideway interactions, establishment of Ont. highway bridges design codes); Electrical Motor Performance with respect to vehicle propulsion and performance studies of battery-powered electric vehicles; Other **Transit** Systems Applications, e.g. car pooling, dial-a-bus, transit demand modelling, bus applications & operations, computer modelling of various operating strategies; **Transit** Systems Reliability to aid in planning of maintenance facilities & spares provision and to develop reliability models for different transit systems.

## TRANSLATION

416-965-2891

CULT & REC, TRANSLATION BUREAU provides **translation** services for government ministries and special purpose bodies on a charge-back basis and provides a free service for landed immigrants who need official documents translated into English in order to find work or pursue their education and training in Ontario. The French Language Service Section (965-2891) is located at M1-49, Macdonald Block, Queen's Park, Toronto. The Multilingual Service Section (965-1458) for all languages other than French is located at the Ontario Welcome House, 2nd Flr., 8 York St., Toronto.

## TRANSPLANTS

Organ transplants, see Sol Gen Chief Coroner's Office

## TRANSPORTATION

Transportation, see also Transit.

705-472-4500

NORAFFAIRS, ONTARIO NORTHLAND TRANSPORTATION Commission (ONTC) in North Bay supervises **transportation** services in Northern Ontario such as air services (norOntair), highways services, railway services (including the Polar Bear Express and the Northlander), marine services (including ferry services to Manitoulin and cruises on Lake Nipissing) and telecommunications services. The Ontario Northland Transportation Commission has a sales office in Toronto, phone: 965-4268.

416-248-3789

TR & COMM, COORDINATOR EXTERNAL RELATIONS coordinates intergovernmental relationships between Ontario and the other provinces and the federal government in the field of **transportation** and communications. Coordinator monitors the activities, new programs and legislation of other provincial governments and the federal government, and assesses possible impact on Ministry for information of senior management.

416-248-3634

TR & COMM, ECONOMIC POLICY OFFICE develops economic policies for the **transportation** sector. Provides transport or shipping advice to small business and produces a monthly

newsletter on transport development. Divided into three sections: Modal Studies (248-3744); Forecasting (248-3756); and Pricing and Market Studies (248-3634).

416-248-3931

TR & COMM, MUNICIPAL-PROVINCAL TRANSPORTATION BR, ENVIRONMENTAL OFFICE develops environmental policy, procedures and management practice for provincial **transportation** and communications programs. Conducts environmental assessments for work on provincial roads. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

416-248-3621

TR & COMM, MUNICIPAL-PROVINCAL TRANSPORTATION BR, MUNICIPAL ROADS OFFICE develops policy for the provision of financial assistance to all municipalities and groups in unorganized territories for the construction and maintenance of roads and bridges. Develops systems to assist municipalities in the overall programming of capital works. Administers the Urban **Transportation** Assistance Program. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

416-248-7191

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Drivers & Vehicles Research Program improves safety and operational efficiency of road **transportation** by studying driver, vehicle and roadway operating characteristics, i.e., effectiveness of seat belt legislation and lowered speed limits, drinking and driving, driver education. Improves public transit service acceptability by studying rider attitudes, preferences and behaviour concerning conventional modes of **transportation**. Studies social impact of ministry undertakings through citizen involvement procedures. This includes effect of noise, impact of constructing new roads and highways and effect of energy future.

416-248-7141

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Transportation Systems Management & Control Program carries out research and development in **transportation** systems management to promote more efficient use of existing resources in moving people and goods. Projects include computerized freeway surveillance and control of the Queen Elizabeth Way, conceptual design of computerized area traffic control system for small cities. Maintains a library of traffic flow computer programs and control systems.

416-248-3727

TR & COMM, URBAN & REGIONAL PLANNING OFFICE provides ministry and government officials with long range travel forecasts and evaluations, **transportation** plans, development strategies, policies and programs. Administers planning assistance to municipalities for **transportation** planning studies.

416-954-5454

TREAS ECON, ECONOMIC ANALYSIS BR monitors economic and social developments in Ontario, Canada and elsewhere. Provides provincial government with consultative services on short-term consequences for Ontario of proposals from government and the public. Studies include natural resources, **transportation**, energy and labour aspects.

## TRANSPORTATION & COMMUNICATIONS

Transportation & Communications, Ministry of, see TR & COMM Branch Name

## TRANSPORTATION RESEARCH

Transportation and related research, see TR & COMM Systems Research Section Name.

**TRAPPING**

Trapping, see Fur

**TRAVEL**

Ontario travel information, see Ind & Tour Tourism Marketing Br Ontario Travel listed below.

416-963-0441

CCR, CENTRAL REGISTRATION SECTION under the Consumer Advisory Services Br provides actual registration functions and maintains central registry of any business registered under the following Acts: Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers, Mortgage Brokers, **Travel** Industry and Paperback & Periodical Dealers (wholesalers of paperbacks & periodicals). Answers inquiries from government agencies and the public as to whether a business is registered under these Acts (963-0441). For new applications call 963-0446, renewals 963-0444, revisions 963-0448.

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, **travel** agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the **Travel** Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and deceptive or unfair business practices. Nine Bureaux across Ontario handle complaints under these Acts: Bailiffs (private bailiffs), Business Practices, Collection Agencies, Consumer Protection (e.g., finance charges on credit purchases and loans), Consumer Protection Bureau, Consumer Reporting (credit reporting and personal investigation agencies), Mortgage Brokers, Motor Vehicle Dealers, Paperback & Periodical Distributors (wholesalers of paperbacks and periodicals), Real Estate and Business Brokers, and Travel Industry (**travel** agents & wholesalers). The Business Practices Act specifies some practices considered to be deceptive, unfair or unconscionable and provides the consumer with redress procedures. See list of Bureaux in the Appendix.

416-963-0418

CCR, TRAVEL INDUSTRY ACT, to protect the financial interests of Ontario travellers, and to ensure ethical conduct and good **travel** service, requires the registration of **travel** agents and wholesalers. The Ministry's Central Registration Section performs the registration function and maintains a central file of registrants, (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File: 963-0441). Consumer complaints are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

416-965-5764

**IND & TOUR, TOURISM MARKETING BR** promotes Ontario tourism & use of Ontario facilities for sales meetings and conventions. Tourism marketing, geared to the individual tourist and the travel trade, is conducted in domestic and international markets. Activities include mass advertising and promotion in the media; programs to expand sales of Ontario tours, packages and facilities by **travel** agents & operators; **travel** counselling; special promotions & on-going counsellor training; distribution of Ministry-produced **travel** films. The Tourism Market Analysis Section (965-5725) maintains a tourism data base and related information service for the industry and provides tourism research to support and direct ministry activities. For conventions & sales meetings, call collect 965-4354; for **travel** trade information, agents & operators can call collect 965-9991. See also Ind & Tour Tourism Marketing Br Ontario Travel.

416-965-4008

**IND & TOUR, TOURISM MARKETING BR ONTARIO TRAVEL INFORMATION** accepts collect calls (965-3448 for calls in French). Provides Ontario **travel** counselling to the public. Supplies information and publication on tourist attractions, accommodations, campgrounds & parks (incl. trails, canoe routes), events, festivals, exhibitions & tours, facilities for hunting, summer & ice fishing, boating, skiing & other winter activities. Distributes road and tourist maps. Reports on up-to-date ski & winter road conditions, fall colour & campgrounds vacancy. Operates nine **travel** information centres year-round at six major border crossings & in Ottawa, Barrie & Toronto (900 Bay St., Rm M1-34-i, Macdonald Block). Eleven **travel** information centres are open mid-May to mid-September; 18 centres along Highway 401 operate in July & August. See Appendix for list of centres. See also Ind & Tour Tourism Marketing Br.

416-965-3475

**IND & TOUR, TOURISM OPERATIONS BR** provides Tourism Industry Consultants throughout Ontario (see Appendix for list) to assist tourism development and marketing at the local and area level. Field staff provide advisory services on all phases of tourism planning, development and operation to tourism developers, tourist facilities owners and managers. Also provide liaison with municipal officials on tourism matters and assist tourism organizations to expand their programming. Staff supervise the Ontario **Travel** Association program and assist other branches of the Ministry with the implementation of various tourism programs within the Province. Licences are issued to tourism accommodation establishments that are not licenced by the Liquor Licence Board.

## **TREAS ECON ACCOUNTS & OFFICE SERVICES BR**

416-965-4085

**TREAS ECON, ACCOUNTS & OFFICE SERVICES BR** performs the accounting and office support functions for the Ministry of Treasury and Economics in addition to those of the Ontario Economic Council, Niagara Escarpment Commission, Ministry of Intergovernmental Affairs, Ministry of Energy, Ontario Energy Board, Ontario Energy Corporation, Management Board Secretariat and Civil Service Commission. For a description of functions, see first entry under Accounting.

## **TREAS ECON ADMINISTRATION SERVICES DIVISION**

416-965-5420

**TREAS ECON, ADMINISTRATION SERVICES DIVISION**, in addition to providing overall administrative direction and coordination for the Ministry of Treasury and Economics and the Ministry of Intergovernmental Affairs provides full administrative services to the following: Ministry of Energy, the Ontario Energy Board, the Niagara

Escarpment Commission, the Ontario Economic Council, and except for personnel services, to the Civil Service Commission and to Management Board. For a description of functions, see first entry under Administrative Services.

**TREAS ECON CARTOGRAPHY & DRAFTING SERVICES**

416-965-2773

TREAS ECON, CARTOGRAPHY & DRAFTING SERVICES provides cartography and drafting services (maps, graphs, charts) and graphic arts services (cover designs, brochures, signs, projectuals) to the Ministry of Treasury & Economics, the Ministry of Intergovernmental Affairs, the Ministry of Energy, the Ontario Economic Council and the Ontario Energy Board.

**TREAS ECON CENTRAL STATISTICAL SERVICES**

416-965-7078

TREAS ECON, CENTRAL STATISTICAL SERVICES supplies statistical services to individual ministries and to the central agencies of the Ontario Government to assist in planning and policy formulation. Coordinates activities with Statistics Canada and other statistical agencies. Publishes selected social and economic statistical reports through the Ontario Government bookstore. Provides a general statistical information service to the public and to ministries in the fields of population, social and economic statistics (965-7078); demographic estimates and projections, Ontario Economic Accounts and specialized social and economic statistical studies (965-2217) as well as providing statistical survey and advisory services (965-3792).

**TREAS ECON COMMUNICATIONS GROUP**

416-965-7171

TREAS ECON, COMMUNICATIONS GROUP is the information service for the Ministry of Treasury and Economics. Also serves Ministry of Intergovernmental Affairs. For a description of activities, see first entry under Information Service.

**TREAS ECON ECONOMIC ANALYSIS BR**

416-954-5454

TREAS ECON, ECONOMIC ANALYSIS BR monitors economic and social developments in Ontario, Canada and elsewhere. Provides provincial government with consultative services on short-term consequences for Ontario of proposals from government and the public. Studies include natural resources, transportation, energy and labour aspects.

**TREAS ECON ECONOMIC DEVELOPMENT BR**

416-965-7061

TREAS ECON, ECONOMIC DEVELOPMENT BR functions include: development and recommendation of economic development policies concerning the broad strategies for the five planning regions in Ontario; analysis of specific economic development proposals and issues with significant regional impact and the development of appropriate policy options; analysis of sectors with major economic and regional development significance; coordination of negotiations with the Department of Regional Economic Expansion on behalf of the Province; project development, analysis and monitoring for the Regional Priority Budget in Southern Ontario.

**TREAS ECON ECONOMIC POLICY BR**

416-965-2999

TREAS ECON, ECONOMIC POLICY BR conducts research and develops economic policy strategies in the areas of industry development, anti-inflation, energy, international trade, competition, and manpower policy and short and medium-term industrial and economic forecasts.

**TREAS ECON FINANCE MANAGEMENT BR**

416-965-2914

TREAS ECON, FINANCE MANAGEMENT BR provides management and direction of the Province's requirements in the areas of cash management, debt management, finance structure and policy. Specifically, the Branch controls and manages the government's cash flows to ensure that obligations are met without default and that surplus funds are invested; issues and retires Province of Ontario debt securities (debentures) and treasury bills. Provides direction to government debt management requirements and coordinates overall debt policy regarding public and non-public financing of the Province, Ontario Hydro and all boards, commissions and agencies utilizing provincial guarantee. Provides research, policy recommendations and policy implementation in public finance to ensure sound strategy and to preserve Ontario's credit worthiness.

**TREAS ECON FINANCIAL INFO & ACCOUNTING POLICY**

416-965-5273

TREAS ECON, FINANCIAL INFORMATION & ACCOUNTING POLICY BR manages Ontario's requirements in overall government accounting, control & consolidated public and internal financial reporting. Specifically, it: maintains records of all Consolidated Revenue Fund transactions; prepares reports for use by the Treasurer before the Legislature, the public and the financial community, e.g., Public Accounts, prospectuses of debentures; operates Central Financial Information Systems by analyzing & consolidating data on revenues, expenditures, budgets, forecasts & statistics; provides all ministries/agencies with direction on financial transactions to ensure quality and comprehension of accounting & financial management policies; coordinates interministry effort on 'in-house' systems to ensure compatibility with Central Financial Information systems; provides expertise on all accounting and financial matters as referred by Management Board and all ministries/agencies; provides liaison with banking community.

**TREAS ECON INTERGOVERNMENTAL FINANCE & GRANTS**

416-965-3505

TREAS ECON, INTERGOVERNMENTAL FINANCE & GRANTS POLICY BR coordinates provincial policy on transfer payments to local sector. Advises Cabinet on proposed changes to existing provincial-municipal grants structure, including deconditionalizing of various specific grants. Develops budget options for assistance to municipalities and monitors Ontario's revenue sharing commitment. Advises Treasurer and Cabinet on options for and administers all unconditional grants, valued at over \$480 million in 1979. Reviews and coordinates provincial policy in federal-provincial shared-cost programs, and federal-provincial equalization formula. Provides assistance to other provincial ministries in negotiations with federal government.

**TREAS ECON INTERNAL AUDIT SERVICES BR**

416-965-5123

TREAS ECON, INTERNAL AUDIT SERVICES BR provides an internal audit capacity within the ministry to reinforce post-audit requirements and promote safekeeping of public funds and property entrusted to the ministry. Serves the Ministry of Treasury and Economics, Ministry of Intergovernmental Affairs, Ministry of Energy and Civil Service Commission. For a description of functions, see first entry under Audit.

**TREAS ECON LIBRARY SERVICES BR**

416-965-2314

TREAS ECON, LIBRARY SERVICES BR operates a library which has reference materials for use by the Ministry and the Ministry of Intergovernmental Affairs and their agencies, and to a lesser extent, by other provincial and federal ministries. The Library has three indices which may be of interest to municipalities and the public: an index to the Private Acts of Ontario since 1867; an index and History of Incorporation for Ontario Municipalities since 1792; an index to unincorporated places in Ontario. Questions on annexations, amalgamations, dissolutions of Ontario municipalities can be answered by this branch.

**TREAS ECON MANAGEMENT SERVICES BR**

416-965-7582

TREAS ECON, MANAGEMENT SERVICES BR assists the Ministry's officers in the achievement of the Ministry's objectives; estimates, monitors and evaluates the allocation, utilization and performance of the Ministry's resources, including the assessment of its organization structure; coordinates the Ministry's relationships with the Management Board's Secretariat.

**TREAS ECON MUNICIPAL FINANCE BR**

416-965-1671

TREAS ECON, MUNICIPAL FINANCE BR analyzes and evaluates the financial performance of Ontario's local governments; develops budget options for local sector finance; publishes annual report on Ontario local government finance; maintains a municipal finance data system, a mill rate summary, and a register of provincial grants to local sectors. Develops and implements a system of real property taxation in Ontario; studies and proposes amendments to legislation concerning municipal finance; assists in administration of the transitional and special transfer payments made under the Unconditional Grants Act; administers loans programs (965-2451) of the Ontario Municipal Improvement Corporation (OMIC), Ontario Education Capital Aid Corporation (OECAC) and Ontario Universities Capital Aid Corporation (OUCAC).

**TREAS ECON OFFICE OF LEGAL SERVICES**

416-965-6926

TREAS ECON, OFFICE OF LEGAL SERVICES provides legal services for the Ministry of Treasury and Economics and the Ontario Economic Council. For a description of branch activities, see first entry under Legal Services.

**TREAS ECON ONTARIO ECONOMIC COUNCIL**

416-965-4315

TREAS ECON, ONTARIO ECONOMIC COUNCIL (OEC) undertakes research and policy studies to encourage the optimum development of the human and material resources of Ontario and to support the advancement of all the sectors of the province. Studies concen-

trate on a wide range of economic problems in such fields as education, health, manpower, social security and urban affairs as well as government regulation, intergovernmental relations and macroeconomic policy. Areas of study are established as a result of liaison with the public and private sectors. The Council achieves its goals by sponsorship of research projects, publication of studies, and organization of the Outlook and Issues conferences and seminars. Its annual report details research publications and work in progress. Operates a library.

## **TREAS ECON PERSONNEL ADMINISTRATION BR**

416-965-6171

TREAS ECON, PERSONNEL ADMINISTRATION BR performs the personnel functions for the Ministry of Treasury and Economics, the Ministry of Intergovernmental Affairs, the Ministry of Energy, Ontario Energy Board and the Niagara Escarpment Commission. For a description of branch activities, see first entry under Personnel.

## **TREAS ECON SECURITIES BR**

416-965-6691

TREAS ECON, SECURITIES BR acts as registrar and transfer agent of the Provincial public debt issues, both domestic and foreign. Is responsible for the prompt payment of interest on public debt; supplies investors with information on transfer requirements; arranges for complete service of debentures from issue to maturity. Also provides support for the programs of the Finance Management Branch in the investments of the Province and holds in safekeeping securities deposited with the Province by the public in accordance with the regulations of provincial legislation.

## **TREAS ECON TAXATION AND FISCAL POLICY BR**

416-965-5058

TREAS ECON, TAXATION AND FISCAL POLICY BR coordinates preparation of provincial budget and Ontario Finances (progress report on budget performance). Researches and develops tax and fiscal policy alternatives for government.

## **TREASURY & ECONOMICS**

Treasury & Economics, Ministry of, see TREAS ECON Branch Name.

## **TREASURY BILLS**

Treasury Bills, see Treas Econ Finance Management Br.

## **TREATY RIGHTS**

Treaty Rights, see Nat Res Office of Indian Resource Policy

## **TREES**

Trees, see Forests, also Reforestation, also Christmas Trees.

## **TRENT CANAL**

Trent Canal, see Nat Res Can-Ont Rideau-Trent-Severn Secretariat

## **TRUCK**

416-248-7146

TR & COMM, HIGHWAY CARRIER LICENSING SECTION, Licensing & Control Br issues licences to public vehicles (PV), e.g., bus & charter operations and to public

commercial vehicles (PCV), e.g., trucks, **truck** tractors and freight forwarders operating in Ontario beyond the urban municipality. Inspects commercial vehicles for compliance with law on oversize & overweight vehicles. Oversize/overweight permits are issued on an annual, project and special trip basis. Applications for cartage licences within a municipality should be made at the Clerk's offices in municipalities. The branch will advise shippers of the extent of authority of any trucking company they may wish to have ship their goods. Contact regional and district offices listed in the Appendix.

416-965-1845

TR & COMM, ONT HIGHWAY TRANSPORT BOARD, a regulatory tribunal, controls approval of operation of bus or **truck** for hire businesses on Ontario highways by holding hearings at offices in Toronto and throughout the province. Recommends to the Minister of Transportation & Communications the denial or issuance of licences.

416-965-7168

TR & COMM, VEHICLE LICENSING OFFICE, Licensing & Control Branch registers and issues licences for all motor vehicles, trailers and snow vehicles (e.g. snowmobiles). Issues licences to premises used for wrecking or dealing in motor vehicles, to all for-hire **truck** operations under the Public Commercial Vehicles (PCV) Act and to all bus and charter operations under the Public Vehicles (PV) Act (see Tr & Comm Highway Carrier Licensing Section). Although management and control of program is administered at Queen's Park, licensing is available throughout Ontario through agents at 315 locations. For questions on how to get licences for vehicles contact local agent or Agents Issuing Section 965-1226, Queen's Park Licensing 965-2206, or Downsview Motor Vehicles Licensing 248-7171, Highway Carrier Licensing (PCV & PV) 248-7146. For information on ownership of vehicles see TR & COMM Vehicle Records & Information.

## TRUST COMPANIES

416-963-0471

CCR, FINANCIAL INSTITUTIONS DIV issues licences to and regulates insurance companies, investment contract companies, prepaid hospital and medical associations, mutual benefit and fraternal societies. Also issues licences to and regulates loan companies and **trust companies** (963-0477). Answers inquiries on insurance plans and premiums and advises policyholders involved in claims disputes (963-0471), and on deposits and mortgages with loan and **trust companies** (963-0477). Issues licences to insurance agents, brokers, salesmen, adjusters and investigates related complaints (963-0481). Deposits in credit unions and caisses populaires are insured with the Ontario Share & Deposit Insurance Corporation (OSDIC) (759-9778).

## TRUSTEE

416-362-1331

ATT GEN, PUBLIC TRUSTEE manages estates of mentally incompetent persons (mainly those in psychiatric hospitals and facilities for the retarded). May be appointed Administrator of estates of Ontarians who die intestate without adult next-of-kin in Ontario and may manage such an estate as would a private **trustee**. May also be appointed Executor under a will. The Public **Trustee** is authorized to accept private trusts, Powers of Attorney, etc. Advises charitable organizations of legacies from wills and reviews operations of charities. Receives in trust assets of corporations undergoing dissolution. Authorized to receive funds in trust for perpetual care of cemeteries.

**TUBERCULOSIS**

416-965-2301

HEALTH, PUBLIC HEALTH BR, CHEST DISEASE SERVICE provides diagnostic services for **tuberculosis** and other respiratory diseases and ambulatory treatment for **tuberculosis** through district chest clinics. Conducts chest examination of miners. Also processes applications of prospective immigrants with chest disease.

**TURTLE**

Turtle Identification, see Nat Res Administrative Services Br.

**TVONTARIO**

416-484-2600

CULT & REC, OECA. The Ontario Educational Communications Authority, an autonomous provincial Crown corporation, administers educational broadcasting in Ontario. OECA designs & produces TV-based learning systems for pre-school, in-school, teacher & adult learners. OECA operates an educational television network, **TVOntario**, with outlets in Toronto (Channel 19), Ottawa (Channel 24), Kitchener (Channel 28), London (Channel 18), Chatham (Channel 19), Windsor (Channel 32), Thunder Bay (Channel 9), Sudbury (Channel 19), & Sault Ste. Marie (Channel 20). Other surrounding areas receive full **TVOntario** service on local cable system. **TVOntario** broadcast day extends for 16 hours. OECA operates the Provincial Broadcast Service for two to three hours per day using facilities of CBC, its affiliates & private stations; provides a cable package for viewers in areas not reached by **TVOntario**; & distributes video & audio tapes. Publications, e.g., TVO & school schedules info available on request.

**UNCONDITIONAL GRANTS**

416-965-3505

TREAS ECON, INTERGOVERNMENTAL FINANCE & GRANTS POLICY BR coordinates provincial policy on transfer payments to local sector. Advises Cabinet on proposed changes to existing provincial-municipal grants structure, including deconditionalizing of various specific grants. Develops budget options for assistance to municipalities and monitors Ontario's revenue sharing commitment. Advises Treasurer and Cabinet on options for and administers all **unconditional grants**, valued at over \$480 million in 1979. Reviews and coordinates provincial policy in federal-provincial shared-cost programs, and federal-provincial equalization formula. Provides assistance to other provincial ministries in negotiations with federal government.

416-965-1671

TREAS ECON, MUNICIPAL FINANCE BR analyzes and evaluates the financial performance of Ontario's local governments; develops budget options for local sector finance; publishes annual report on Ontario local government finance; maintains a municipal finance data system, a mill rate summary, and a register of provincial grants to local sectors. Develops and implements a system of real property taxation in Ontario; studies and proposes amendments to legislation concerning municipal finance; assists in administration of the transitional and special transfer payments made under the **Unconditional Grants Act**; administers loans programs (965-2451) of the Ontario Municipal Improvement Corporation (OMIC), Ontario Education Capital Aid Corporation (OECAC) and Ontario Universities Capital Aid Corporation (OUCAC).

**UNEMPLOYMENT**

Unemployment, see Labour Research Br. The Unemployment Insurance Program is a Federal Government program; contact nearest Unemployment Insurance office.

**UNIONS**

416-965-1455

**CIV SERV, PUBLIC SERVICE APPEAL BOARDS.** The Public Service Grievance Board and the Public Service Classification Rating Committee (965-1455) are tribunals which hear appeals about grievances of employees of the Ontario Public Service regarding dismissal, working conditions and job classification. The Crown Employees Grievance Settlement Board (598-0688) hears grievances arising in the various bargaining units represented by the Ontario Public Service Employees Union (OPSEU), the Ontario Liquor Boards Employees Union, the Workmen's Compensation Board Employees Union, and the Ontario Housing Employees Union. The Ontario Public Service Labour Relations Tribunal (598-0688) hears appeals re union representation, jurisdiction, union dues, bargaining units, etc., and generally administers the Crown Employees Collective Bargaining Act, 1972 (amended). Arbitration Boards (ad hoc) hear and adjudicate disputes between employees and **unions** re wages, collective agreements.

416-965-4151

**LABOUR, ONTARIO LABOUR RELATIONS BOARD** administers those sections of the following acts which establish collective bargaining rules: Ontario Labour Relations Act for employers & employees in the private sector within provincial jurisdiction; Hospital Labour Disputes Arbitration Act for employees in hospitals; Colleges Collective Bargaining Act. Also administers unfair declarations of strikes and lockouts and consents to prosecute under the School Boards and Teachers Collective Negotiations and Provincial Schools Negotiations Acts. The Ontario Labour Relations Board deals with certification of employee trade **unions** and construction industry employer organizations; investigates unfair labour practice by **unions** and employers; rules on the legality of strikes and lockouts; conducts arbitration hearings for the construction industry. The Board cannot advise on rights and duties in situations that may come before it.

**UNITED WAY**

United Way voluntary contributions by Ontario Public Service Employees, see Civ Serv Admin Services Br Community Liaison.

**UNIVERSITIES**

416-965-6407

**COLL UNIV, INFORMATION RESOURCES BR.** Information Services Section performs duties described in first entry under Information Service, particularly as they relate to the Ontario Student Assistance Program (student awards), apprenticeship (manpower training), and post-secondary educational institutions such as **universities**, Ryerson Polytechnical Institute, Ontario College of Art, Colleges of Applied Arts and Technology, and registered private vocational schools. The Library Services Section (965-1451) runs a specialized library and provides reference services. The Data Systems Section maintains statistics on enrolment of students in post-secondary educational institutions throughout the province and provides statistical data support for the ministry's planning, policy-making and administrative activities. The Review and Development Section provides the ministry with consulting services related to design, development and implementation of research projects.

416-965-2150

COLL UNIV, INSTITUTIONAL ACCOUNTING and Architectural Services Br administers all transfer payment programs (operating grants: 965-5237, and capital funding: 965-5238) to **universities** and Colleges of Applied Arts and Technology (CAAT) and related institutions. Prepares claims on federal-provincial cost sharing programs (965-5239). Maintains an overview of the physical facilities of **universities** and colleges, and provides architectural advice to the ministry (965-6563).

416-965-5233

COLL UNIV, ONTARIO COUNCIL ON UNIVERSITY AFFAIRS (OCUA) advises the Minister of Education and the Lieutenant Governor in Council on matters concerning the 15 provincially-assisted **universities**, Ryerson Polytechnical Institute, the Ontario Institute for Studies in Education, the Ontario College of Art, and the Bar Admission Course (Law Society Of Upper Canada). For general information re **universities**, contact Coll Univ Information Resources Branch, Toronto, 965-6407.

416-965-6289

COLL UNIV, UNIVERSITY AFFAIRS DIV is responsible for administering the provincial grants to Ontario **universities**. In this regard the division develops and analyzes policy proposals with reference to university operations and their funding, implements policy decisions and maintains ministry-advisory council relations and university-government relations in general. Answers inquiries about admissions policy and highly qualified manpower supply and demand.

416-965-9380

IND & TOUR, UNIVERSITY CONSULTING SERVICES under the Small Business Operations Division administers grants to Business Schools at Ontario **universities** for employment of their students in providing consultant services to small business during the summer vacation. Contact Queen's Park or regional offices listed in the Appendix (in Metro Toronto, 491-7680).

## UNMARRIED MOTHERS

Unmarried Mothers, see Mothers.

## UNORGANIZED TERRITORIES

COMM SOC, ADULT SERV DIV, GENERAL WELFARE ASSISTANCE (GWA) PROGRAM (Income Maintenance) provides short-term financial assistance to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities & Indian Band Councils or by the Province in **unorganized territories**. GWA has four kinds of financial assistance based on need. General Assistance (welfare) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed drugs, dental care, prosthetics (incl. eyeglasses, hearing aids) & for burials. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS A (Senior citizens), GAINS D (blind & disabled). Incentive Allowances are paid to those under a work activity project. Contact municipal welfare offices, Indian Band Councils and in **unorganized territories** Comm Soc area office (see Appendix).

416-965-1170

HEALTH, PUBLIC HEALTH BR NORTHERN ONTARIO PUBLIC HEALTH SERVICES (NOPHS) provides direct public health services to the **unorganized territories** in Northern Ontario which are not served by local health units. Also provides public health

inspection service to industrial camps in these areas. Provides dental health services by means of Mobile Dental Coaches to school aged children in underserved areas of Northern Ontario. Contact regional office listed in the Appendix. See also other sections in Health Public Health Br described separately.

416-965-3352

HOUSING, COMMUNITY PLANNING ADVISORY BR provides community planning service and advice to municipalities, the development industry and the public. Administers a program of grants which provides financial aid to smaller municipalities (pop. 15,000 or less) for the development of locally oriented community planning programs. These include: preparing or updating official plans and zoning by-laws, assistance to regional, county or district governments in preparing land severance policies, funding preparation of required secondary plans, funding planning programs for **unorganized territories**, funding strategy plans for municipalities not included in a defined planning area. Municipalities must contact regional offices listed in the Appendix to apply for grants. Municipalities are responsible for designating mobile home parks by passing zoning by-laws under the Planning Act.

416-965-2826

HOUSING ONTARIO HOME RENEWAL PROGRAM (OHRP) provides per capita grants to municipalities to administer directly as loans to owner-occupants whose adjusted annual family income is \$12,500 or less. The grants are for the repair of faulty structural and sanitary conditions and the upgrading of the plumbing, heating, insulation and electrical systems of the residences. Not all municipalities have applied to be part of the OHRP. Eligible residents can contact local municipality if OHRP grants are available. In **unorganized territories** the OHRP is administered through Ministry of Northern Affairs Offices. See also Housing Business Improvement Area, Housing Downtown Revitalization Program and Housing Main Street Revitalization Program for other programs of Housing Community Renewal Br.

NORAFFAIRS, THE MINISTRY OF NORTHERN AFFAIRS coordinates Ontario Government services in Northern Ontario; promotes projects & programs and gives people of the North a greater say in government. Toronto Office comprises the Minister's and Deputy Minister's offices, the Planning & Admin Div including Information Services, Financial & Program Planning, Policy Development, Administration & Support services. Ministry business including the Isolated Community Assistance Fund (ICAF) for **unorganized territories** is carried out in the North through two regional offices: Northeastern in Sault Ste. Marie, Northwestern in Kenora. Each region, headed by an Ass't. Deputy Minister, has a Community Relations Br and a Regional & Community Development Br located in the area offices: Northeastern in Sudbury, Northwestern in Thunder Bay. Northern Affairs offices located through the North deliver ministry services. For Branch functions see Noraffairs Branch Name.

416-965-1700

REVENUE, SUCCESSION DUTY & LAND TAX BR administers the following Acts: Succession Duty, Gift Tax, Land Speculation Tax, Land Transfer Tax and Provincial Land Tax. Although the Land Speculation Tax Act was repealed in October, 1978 and the Succession Duty and Gift Tax Acts were repealed in April, 1979, the branch continues to collect tax that arose before the repeal dates. Land Transfer Tax (965-1774) is a tax on individuals or corporations registering land or an interest in land in Ontario. Land Transfer Tax is two-fifths of 1 per cent on the first \$45,000 and four-fifths of 1 per cent on the rest. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.).

Land Transfer Tax is paid to the Land Registrar before a conveyance is registered. Provincial Land Tax is collected from land owners in **unorganized territories** in Ontario.

416-248-3621

TR & COMM, MUNICIPAL-PROVINCIAL TRANSPORTATION BR, MUNICIPAL ROADS OFFICE develops policy for the provision of financial assistance to all municipalities and groups in **unorganized territories** for the construction and maintenance of roads and bridges. Develops systems to assist municipalities in the overall programming of capital works. Administers the Urban Transportation Assistance Program. See also other entries under Tr & Comm Mun-Prov Transportation Br for other activities of this branch.

## UPHOLSTERED AND STUFFED ARTICLES

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor vehicle dealers & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of **upholstered and stuffed articles**, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-965-2127

CCR, UPHOLSTERED AND STUFFED ARTICLES BR ensures safety by registering renovators and manufacturers of **upholstered and stuffed articles**; inspecting premises of registrants as well as retailers of these articles. Investigates consumer complaints about stuffed furniture, mattresses, pillows, clothing materials, toys, etc. and tests filling material submitted to the branch. Contact Queen's Park or regional offices listed in the Appendix.

## UPPER CANADA VILLAGE

613-543-2951

NAT RES, ST LAWRENCE PARKS COMMISSION, Morrisburg, Ontario operates and maintains parks, campgrounds and historic sites from the Ontario-Quebec border to 30 miles west of Kingston on Highway 33. Historic sites are Old Fort Henry at Kingston and **Upper Canada Village** east of Morrisburg. Other facilities include a Wildfowl Sanctuary, an 18 hole golf course, a railroad museum, nature trails and Pioneer and Loyalist memorials. Winter recreation facilities include cross-country skiing, snowmobiling, tobogganing, snowshoeing. A maple sugar bush, skating and horse drawn sleigh rides operate at Upper Canada Village. A marina and riding stable are operated as concessions on Commission lands.

## URANIUM

Uranium, see Energy Conventional Energy Program.

## USED CAR

Used Car, see CCR Motor Vehicle Dealers Act.

**VACATION PAY**

416-965-5251

LABOUR, EMPLOYMENT STANDARDS BR sets and enforces standards of wages and working conditions in Ontario, including minimum wage, overtime pay, **vacation pay**, hours of work, public holidays, maternity leave, equal pay for equal work, termination of employment and equal benefits. May also collect unpaid wages on behalf of employees. Provides means for employees and employers to jointly petition Government for a schedule of wages and working conditions for their particular industry or trade. Also regulates and issues licences to employment agencies (965-0631). Provides for setting of wages rates and working conditions for construction industry and maintenance workers employed on government contracts. Employment Adjustment Services (965-3303) provides consulting services to employers and employees on termination of employment legislation and on adjustment programs available in situations of mass terminations of employment. Contact regional offices listed in the Appendix.

**VACCINATION**

Vaccination, see Immunization.

**VACCINE**

416-965-4094

HEALTH, PROGRAM ADVISORY BR, COMMUNICABLE DISEASES Section controls communicable disease by collecting data and keeping local Public Health Officers aware of disease trends. Provides Medical Officers with drugs for immunization and for treatment of leprosy, and with rabies **vaccine** and snake antivenin. Provides supplementary field service when necessary to prevent and control disease. See also other sections in Health Program Advisory Br described separately.

416-965-4236

HEALTH, PROGRAM ADVISORY BR, VETERINARY Public Health Consultants help to control disease common to man and animals (zoonoses) such as rabies, salmonellosis, brucellosis, etc. Consultants advise Public Health Officers and physicians and project need for **vaccine**, serum and snake antivenin. For a list of antivenin depots and rabies information, contact the Communications Branch at 965-5167. See also other sections in Health Program Advisory Br described separately.

**VEGETABLE OILS**

Vegetable Oils, see Edible Oils

**VEGETABLES**

416-965-1091

AG & FOOD, AGRICULTURAL & HORTICULTURAL SOCIETIES BR gives grants to agricultural societies in Ontario for exhibitions, fairs, crop competitions, improvements to buildings and grounds, commercial and educational displays. Also gives grants to horticultural societies and plowmen's associations. Horticultural societies hold exhibitions and competitions (i.e., flowers, plants and **vegetables**) conduct courses on gardening. The Ontario Plowmen's Association which sponsors the International Plowing Match and Farm Machinery Show has its headquarters at this branch.

416-965-1058

AG & FOOD, FARM PRODUCTS QUALITY BR, FRUIT & VEGETABLES SECTION regulates the inspection and grading of twenty-five farm products plus flue-cured and burley

tobacco, honey, maple syrup, Christmas trees, tomato seedlings. Offers technical advice to growers and producers and informs the public on all aspects of food (fruit, **vegetables**, honey) production, packaging and marketing. Provides the ministry's Information Branch with data on conditions of seasonal crops. Issues licences: to operators of controlled-atmosphere storages and to packers of apples from such storages, to dealers of fruit and **vegetables**, and to nurseries. Controls disease in nurseries & controls neglected orchards to prevent spread of disease and insect infestation. Administers the Bees Act which requires registration of apiaries (where bees are kept for honey production). To register contact Provincial Apiarist, Dep't. of Environmental Biology, Univ. of Guelph, 519-824-4120 Ext. 2477. See also Appendix for ministry's county or district offices.

416-562-4141

**AG & FOOD, HORTICULTURAL RESEARCH INSTITUTE OF ONTARIO** in Vineland conducts horticultural research (including studies on soils and crops) to increase production and develop new varieties of farm products (e.g. fruit & **vegetables** including mushrooms) and wine. The Institute also coordinates all horticultural research and service programs supported by the ministry. Serves farmers, growers of ornamental plants, food processors and wine makers. Research is conducted at four units located at Simcoe, Holland Marsh and two at Vineland. The Institute provides propagating material (cuttings, etc.) to growers and nurseries.

416-259-5479

**AG & FOOD, ONTARIO FOOD TERMINAL BOARD** operates the Ontario Food Terminal, a wholesale fresh fruit and produce market to serve all Ontario growers of these farm products. The terminal has cold storage facilities. It plays a major role in the orderly marketing of fruit and **vegetables** in Ontario.

416-965-1081

**AG & FOOD, SOILS AND CROPS BR** provides information at local offices throughout the province on the commercial production of field and horticultural crops (e.g. greenhouse **vegetables** and ornamental plants, mushrooms). Information is available to commercial growers on restrictions in use of pesticides. Responsible for administration of the Weed Control Act through municipally-appointed inspectors. Complaints should be directed to the municipality. Inquiries on non-commercial (e.g. household and urban) growing should be referred to the Agricultural & Horticultural Societies Br at 965-1091. Contact Ministry's county or district office listed in the Appendix.

## VEGETATION DAMAGE

Vegetation Damage, see Env Air Resources Br.

## VEHICLE DEALERS

416-963-0441

**CCR, CENTRAL REGISTRATION SECTION** under the Consumer Advisory Services Br provides actual registration functions and maintains central registry of any business registered under the following Acts: Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor **Vehicle Dealers**, Real Estate and Business Brokers, Mortgage Brokers, Travel Industry and Paperback & Periodical Dealers (wholesalers of paperbacks & periodicals). Answers inquiries from government agencies and the public as to whether a business is registered under these Acts (963-0441). For new applications call 963-0446, renewals 963-0444, revisions 963-0448.

416-965-4728

CCR, COMMERCIAL REGISTRATION APPEAL TRIBUNAL holds public hearings on appeals to review government administrative decisions denying, refusing to renew, suspending or revoking registration of would-be or now licensed individuals and corporations; to review government originated cease and desist orders respecting advertising, selling and unfair business practices by: real estate & business brokers & salesmen, mortgage brokers, motor **vehicle dealers** & salesmen, bailiffs, consumer credit reporting agencies, collection agencies, itinerant sellers, manufacturers & renovators of upholstered and stuffed articles, distributors of paperbacks & periodicals, travel agents & wholesalers. Also hears appeals from decisions of the corporation administering the New Home Warranties Plan Act, appeals of credit unions from receiving orders of the Ont. Share & Deposit Insurance Corp., claimant appeals from trustees' decisions under the Travel Industry Act, and appeals from decisions on disputes re condominiums under the Condominium Act 1978.

416-963-0321

CCR, CONSUMER SERVICES BUREAUX answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services, borrowing money and deceptive or unfair business practices. Nine Bureaux across Ontario handle complaints under these Acts: Bailiffs (private bailiffs), Business Practices, Collection Agencies, Consumer Protection (e.g., finance charges on credit purchases and loans), Consumer Protection Bureau, Consumer Reporting (credit reporting and personal investigation agencies), Mortgage Brokers, Motor **Vehicle Dealers**, Paperback & Periodical Distributors (wholesalers of paperbacks and periodicals), Real Estate and Business Brokers, and Travel Industry (travel agents & wholesalers). The Business Practices Act specifies some practices considered to be deceptive, unfair or unconscionable and provides the consumer with redress procedures. See list of Bureaux in the Appendix.

416-963-0411

CCR, MOTOR VEHICLE DEALERS ACT. The Registrar's office administers the Motor **Vehicle Dealers** Act for the control and supervision of dealers and salesmen of new and used motor vehicles. The ministry's Central Registration Section performs the registration function and maintains a central file of registrants (New Applications: 963-0446; Renewals: 963-0444; Revisions: 963-0448; Central File: 963-0441). Complaints concerning the purchase and sale of motor vehicles are handled by Consumer Services Bureaux (see Appendix for list; in Toronto call 963-0321).

## VEHICLE INSPECTIONS

416-248-7163

TR & COMM, **VEHICLE INSPECTIONS**, Licensing & Control Branch administers programs designed to reduce death, injury and property damage caused by defective vehicles. Inspection mechanics under licences of appointed inspection stations are permitted to issue safety standard certificates confirming mechanical fitness of vehicles. Roadside inspection sites throughout Ontario and at commercial vehicle operators' terminals inspect safety related vehicle components or systems on heavy commercial motor vehicles. Permanent inspection lanes at Downsview (248-3409) and portable inspection lanes travelling throughout the province during the summer months identify light vehicles (cars and light trucks) having defects affecting safety of operation. School bus safety inspections are conducted semi-annually. Contact regional or district offices listed in the Appendix. In Metro Toronto call Central Region, 248-7163.

## VEHICLE LICENSING

416-965-7168

TR & COMM, **VEHICLE LICENSING OFFICE**, Licensing & Control Branch registers and issues licences for all motor vehicles, trailers and snow vehicles (e.g. snowmobiles). Issues licences to premises used for wrecking or dealing in motor vehicles, to all for-hire truck operations under the Public Commercial Vehicles (PCV) Act and to all bus and charter operations under the Public Vehicles (PV) Act (see Tr & Comm Highway Carrier Licensing Section). Although management and control of program is administered at Queen's Park, licensing is available throughout Ontario through agents at 315 locations. For questions on how to get licences for vehicles contact local agent or Agents Issuing Section 965-1226, Queen's Park Licensing 965-2206, or Downsview Motor Vehicles Licensing 248-7171, Highway Carrier Licensing (PCV & PV) 248-7146. For information on ownership of vehicles see TR & COMM Vehicle Records & Information.

## VEHICLE THEFT

416-965-8114

SOL GEN, OPP, **SPECIAL INVESTIGATIONS BR** provides assistance to Crown attorneys and law enforcement agencies including Chiefs of Police and other government agencies. Drug Enforcement Section (965-8114) conducts investigations concerning the suppression of illegal drugs. Liquor Laws Enforcement Section (965-8114) conducts investigations relating to liquor licensing and liquor law infractions. Anti-Gambling Section (965-8114) deals with control of gambling and improprieties in Thoroughbred and Standardbred horse racing. Also is involved with control of pornography (965-1736). Auto Theft Section (965-8049) conducts investigations concerning all thefts of motor vehicles including organized **vehicle theft** rings and expert vehicular (or parts) identification. OPP district headquarters are listed in the Appendix.

## VEHICLES

Vehicles, see also Vehicle Dealers, Vehicle Theft, Government Vehicles. Liens on motor vehicles, see CCR Personal Property Registration Br listed below.

416-963-0501

CCR, **MOTOR VEHICLE ACCIDENT CLAIMS FUND (MVAC)** provides compensation to victims of accidents caused by drivers of uninsured, stolen and hit and run **vehicles** by administering the Motor Vehicle Accident Claims Act. Funds are received by: charging uninsured vehicle owners \$150 to register each vehicle; a \$1.00 annual assessment charged on every driver's licence issued; repayments by uninsured debtors for monies paid out on their behalf.

416-963-0451

CCR, **PERSONAL PROPERTY REGISTRATION BRANCH** operates the Personal Property Security Registration System (PPSR) in which the lender of money can record security interests in personal property (e.g. motor **vehicles**) when property is sold 'on time' or pledged as security for a loan. System also provides an inquiry capability so that a third person can protect himself from security interests or liens when buying personal property (e.g., motor **vehicles**) or accepting it as collateral for a loan. Inquire through owner's name or motor vehicle serial number by telephone for Deposit Account Holders or in person & by mail upon payment of a fee. Contact local PPSR Branch listed in the Appendix. In Toronto call 963-0461. System serves the financial community, vehicle dealers, the public. The document creating the security interest is a security agreement (includes chattel mortgage,

conditional sale contract, assignment of book debts). The document that is registered is a financing statement.

416-965-6343

ENV, AIR RESOURCES BR supplies base information for the development of the Ministry's policies and programs to achieve and maintain desirable air quality in Ontario. Sets air quality objectives and emission standards. Conducts environmental assessments such as studies on the effect of land use on air quality and air quality assessments for land use planning. Performs spot checks of **vehicles** for sale at used-car dealers to ensure compliance with auto emission control standards. Operates an air pollution index (965-9150) and alert system and produces air quality reports. Assesses immediate and long-term effects of contaminants on soils and vegetation and investigates vegetation damage claims. Conducts studies into technological developments, industrial trends and pollution problems, including hazardous agents and other emissions. Administers environmental research grants. Contact regional or district offices listed in the Appendix.

416-965-4456

SOL GEN, OPP, CENTRAL RECORDS & COMMUNICATIONS BR maintains a central police records centre, the Ontario Provincial Police (OPP) teletype network, and Canadian Police Information Centre (CPIC) computer terminals at OPP installations. The branch provides management information; also disseminates information to law enforcement agencies on criminal activities, suspended Ontario drivers, and **vehicles** registration. OPP district headquarters are listed in the Appendix.

416-965-8114

SOL GEN, OPP, SPECIAL INVESTIGATIONS BR provides assistance to Crown attorneys and law enforcement agencies including Chiefs of Police and other government agencies. Drug Enforcement Section (965-8114) conducts investigations concerning the suppression of illegal drugs. Liquor Laws Enforcement Section (965-8114) conducts investigations relating to liquor licencing and liquor law infractions. Anti-Gambling Section (965-8114) deals with control of gambling and improprieties in Thoroughbred and Standardbred horse racing. Also is involved with control of pornography (965-1736). Auto Theft Section (965-8049) conducts investigations concerning all thefts of motor **vehicles** including organized vehicle theft rings and expert vehicular (or parts) identification. OPP district headquarters are listed in the Appendix.

416-965-5444

SOL GEN, OPP, TRAFFIC INVESTIGATIONS BR enforces vehicle traffic laws. Investigates complaints about all aspects of traffic and analyzes collisions of **vehicles** to determine how to make highways safer. OPP district headquarters are listed in the Appendix.

416-248-3548

TR & COMM, PROGRAM DEVELOPMENT BR determines regulatory program needs of drivers and private and commercial **vehicles** by conducting an annual evaluation of their performance. Develops new programs and strategies to meet Ontario's social, economic, environmental and technological needs. Establishes standards for drivers and **vehicles**. Negotiates licence-plate reciprocity agreements (commercial **vehicles**) with the United States and other Canadian jurisdictions and provides information and liaison on matters relating to government policies concerning the highway carrier industries. Manages the vehicle equipment approval program and investigates accidents in which condition of **vehicles** may have been contributory factor. Develops and modifies procedures for safety standards enforcement. Prepares drafts for proposed legislation and regulations.

416-248-7141

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Commercial Vehicles Operations & Safety Program studies: stability of **vehicles**, braking and handling including effects of mechanical and structural condition as related to operational performance and safety, impact of new vehicle standards and provincial highway regulations on safety, driver characteristics and commercial **vehicles** accidents data and statistics.

416-248-7191

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Drivers & **Vehicles** Research Program improves safety and operational efficiency of road transportation by studying driver, vehicle and roadway operating characteristics, i.e., effectiveness of seat belt legislation and lowered speed limits, drinking and driving, driver education. Improves public transit service acceptability by studying rider attitudes, preferences and behaviour concerning conventional modes of transportation. Studies social impact of ministry undertakings through citizen involvement procedures. This includes effect of noise, impact of constructing new roads and highways and effect of energy future.

416-248-7141

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Energy Management Program in conjunction with the Ministry of Energy, studies use of fuels by road **vehicles** to support fuel conservation legislation and to direct the energy management program. Examines, tests and implements fuel conservation measures. Studies alternative fuels, especially methanol.

416-248-3771

TR & COMM, SYSTEMS RESEARCH & DEVELOPMENT BR, through the Transit Systems Program conducts research in: Wheel-Rail Technology (e.g. study & simulation of stability and curving of rail **vehicles**, noise generated by wheel-rail interaction); Transit Infrastructure (e.g. elevated guideway design for light rail transit, simulation studies of vehicle & guideway interactions, establishment of Ont. highway bridges design codes); Electrical Motor Performance with respect to vehicle propulsion and performance studies of battery-powered electric **vehicles**; Other Transit Systems Applications, e.g. car pooling, dial-a-bus, transit demand modelling, bus applications & operations, computer modelling of various operating strategies; Transit Systems Reliability to aid in planning of maintenance facilities & spares provision and to develop reliability models for different transit systems.

416-965-1500

TR & COMM, VEHICLE RECORDS & INFORMATION, Licensing & Control Br provides information on **vehicles** to the police (965-4395) & for a fee to insurance companies, legal firms & the public. Write to: Vehicle Records, Min. of Transportation & Communications, Ferguson Block, Queen's Park, Toronto M7A 2A2; or go in person to Macdonald Block, Queen's Park or District Offices (see Appendix). Search Group (965-1563) provides current or historical (current plus 3 years) data on **vehicles** ownership, description & insurance searched by plate number, owner's name or serial number (for passenger cars and trailers). Fee is \$3. Terminal Operations (965-9545) issues replacement copies of lost vehicle permits at \$2. Inquire about replacements already applied for at 965-4620. Public Resolve Group (965-3635) helps correct records on **vehicles** when parking summonses & warrants were wrongly issued, or **vehicles** were sold & purchaser failed to complete transaction.

**VENDORS PERMITS**

416-965-5772

REVENUE, RETAIL SALES TAX BR administers the collection of Retail Sales Tax by Ontario vendors. This tax is paid to vendors by consumers at the time of purchase on most goods and some services (e.g. entertainment) consumed in Ontario. The branch operates district offices (listed in the Appendix) throughout Ontario which register vendors, issue **vendors permits** (Provincial Sales Tax licences) and provide information concerning exemptions and other aspects of the Retail Sales Tax including vendor information for those starting a business. District Offices also carry out periodic audits. Tax collected under the Race Tracks Tax Act is also administered by the branch. In Metro Toronto, call 487-7161.

**VENEREAL DISEASE**

416-965-4058

HEALTH, PROGRAM ADVISORY BR, VD (**venereal disease**) clinics for the diagnosis and treatment of VD are located throughout the province. Provides advice to physicians re management of VD cases and educates public on all aspects of **venereal disease**. Contact municipal Public Health unit. In Metro Toronto call any time Tel. 965-3333. Grants are available for VD clinics administered by hospitals or local Boards of Health. See also other sections in Health Program Advisory Br described separately.

**VENTURE CAPITAL**

416-965-4530

COLL UNIV, **VENTURE CAPITAL PROGRAM**, part of the Ontario Experience Program provides loans to full-time senior secondary school, college or university students over the age of 18 to operate a business during the summer months.

**VETERANS**

416-965-4891

COMM SOC, **SOLDIERS AID COMMISSION** provides emergency welfare assistance to eligible war **veterans** and/or their dependents who are in need. Administers trust funds accruing from bequests. Contact Commission or closest branch of the Department of Veterans Affairs (DVA) or Royal Canadian Legion.

**VETERINARY**

AG & FOOD, **AGRICULTURAL RESEARCH INSTITUTE of ONTARIO** inquires into research programs on agriculture, **veterinary** medicine and household science. Stimulates interest in agricultural research as a means of developing efficiency in the production and marketing of farm products in Ontario. Research projects include studies on livestock, poultry, field crops, horticultural plants, soils, food and nutrition, economics and marketing. Four research stations near Guelph, Ontario are administered by the University of Guelph (519-824-4120). The University also provides laboratory services. In Toronto contact 965-6695.

416-965-5841

AG & FOOD, **VETERINARY SERV BR LABORATORY SECTION** operates six laboratories that provide assistance to the livestock industry and **veterinary** practitioners by offering diagnostic, investigative, consultative and extension services. Carcasses and specimens from animals and poultry are submitted by veterinarians and farmers and tests are made to determine cause of disease. Administers the Ontario Hatchery Supply Flock Policy, involving monitoring procedures to control disease of poultry; and the Fur Farms Act, requiring licences of fur farmers.

416-965-5841

**AG & FOOD, VETERINARY SERV BR, MEAT INSPECTION SECTION** issues licences to and inspects slaughtering plants not already registered by Agriculture Canada under the Meat Inspection Act (Canada), and those engaged solely in slaughtering animals exempted by regulations under the Act.

416-965-5841

**AG & FOOD, VETERINARY SERV BR, REGULATORY AND COMMUNICABLE DISEASES** Section administers the Acts concerning these **veterinary** requirements: vaccination of cattle to control brucellosis, licences for livestock community sales and those involved in disposing of dead animals. Compensates owners of livestock that are destroyed by rabies. Provides consultative service to practising veterinarians and producers of cattle, sheep and swine. Provides grants to finance **veterinary** service in designated areas where livestock farms are sparsely located. Inspects and issues licences to riding horse establishments, dog pounds and suppliers of laboratory animals. Issues licences to those other than pharmacists & veterinarians who sell livestock medicine. Requires registration of facilities that use animals for research.

416-965-4236

**HEALTH, PROGRAM ADVISORY BR, FOOD CONTROL SERVICES** are the responsibility of the **Veterinary Public Health Consultants**. The branch deals with the safety of food in production, processing, distribution and service; food-borne illnesses; interpretation of regulations; interpretation of laboratory results. Provides consultation to local public health authorities to test milk products. Approves acceptable milk containers and issues certificates of approval needed to operate pasteurization plants. Provides information to consumers, the food trade and individuals wishing to conduct a food business. See also other sections in Health Program Advisory Br described separately.

416-965-4236

**HEALTH, PROGRAM ADVISORY BR, VETERINARY Public Health Consultants** help to control disease common to man and animals (zoonoses) such as rabies, salmonellosis, brucellosis, etc. Consultants advise Public Health Officers and physicians and project need for vaccine, serum and snake antivenin. For a list of antivenin depots and rabies information, contact the Communications Branch at 965-5167. See also other sections in Health Program Advisory Br described separately.

## VICTIMS

Victims of accidents caused by uninsured vehicles, see CCR Motor Vehicle Accident Claims Fund. Victims of unprovoked crimes of violence, see Att Gen Criminal Injuries Compensation Board. See also Corr Serv Community Service Orders, Corr Serv Restitution Program Development.

## VILLAGES

Villages, see Municipalities.

## VISUAL ARTS

Visual Arts, see Ontario Arts Council, also Arts

## VISUAL IDENTITY

416-965-3503

**MANAGEMENT BOARD SECRETARIAT, ADMINISTRATIVE POLICY BRANCH** is responsible for the development of administrative policies within the Ontario Government for

Management Board approval, with the aim of improving the use of resources and the management process in government. Also monitors and evaluates existing policies and provides advice to Management Board on exemptions from and revisions to existing policies. Determines policy for the **Visual Identity** Program which establishes graphic design standards to bring consistency into the visual-communication practices of ministries, agencies, boards and commissions. Each ministry Administrative Services Branch has a **visual identity** coordinator to implement the program. The Branch is also responsible for the publication and maintenance of the **Visual Identity** Manual and the Manual of Administration (Volume I).

## VOCATIONAL REHABILITATION

Vocational Rehabilitation, see Rehabilitation

## VOCATIONAL SCHOOLS

Vocational Schools, see Private Vocational Schools

## VOCATIONAL TRAINING

Vocational Training, see Private Vocational Schools, also Rehabilitation, also Industrial Training

## VOLUNTEER

Volunteer, see also Cult & Rec Resource Centre

416-750-3475

**CORR SERV, COMMUNITY SERVICE ORDERS**, Community Program Development Br. The Community Service Order (CSO) Project assigns non-violent inmates to perform service to the community as a condition of a probation order. The Project does not eliminate opportunities for paid employment because tasks are those normally done by volunteers or in reparation to victims for damage done by offenders. Organizations with projects of tangible benefit to the community can obtain **volunteer** help from the CSO Project by writing to the Provincial Coordinator, Community Service Order Project, Min. of Correctional Services, 2001 Eglinton Ave. E., Scarborough, Ont. M1L 4P1. For information on other community programs see Corr Serv Native Program Development, Corr Serv Restitution Program Development and Corr Serv Volunteer Programs.

416-750-3475

**CORR SERV, VOLUNTEER PROGRAMS**, Community Program Development Br, coordinates the recruiting, screening, training and supervision of volunteers who are involved in all phases of the Ministry's operation. Volunteers are active in correctional institutions and probation and parole services. Opportunities for **volunteer** participation exist in all areas of the province. For information on other community programs see Corr Serv Community Service Orders, Corr Serv Native Program Development and Corr Serv Restitution Program Development.

416-965-3314

**CULT & REC, COMMUNITY INFORMATION SERVICES** Program provides grants to fund eligible individual community information centres; prepares publications and advises them on matters such as information management, policy, staffing and **volunteer** training. Contact field offices listed in the Appendix. The Community Information Services Program is part of the Citizen's Inquiry Branch. See also Cult & Rec Citizen's Inquiry Bureau for other functions of this Branch.

416-965-4400

**SOL GEN, OPP, AUXILIARY POLICE BR** consists of **volunteer** auxiliary police who report to regular detachments and assist with regular police duties. Apply at local OPP detachment. Requirements to become a member of the OPP auxiliary are exactly the same as those of the regular force. The branch monitors the training and operational aspects of regular force Tactics & Rescue Units, Canine Teams, Scuba Teams, Marine Units, Explosives Disposal Units, Pipe Band (OPP Pipes & Drums). Coordinates and liaises with OPP Training Branch on the selection of force personnel for specialized courses. Coordinates and liaises with the Ministry of Natural Resources re flood control advisory information. OPP district headquarters are listed in the Appendix.

## VOTERS LISTS

Provincial Voters Lists, see Ontario Election Office. Municipal Voters Lists, see Revenue Assessment Field Operations Br.

## VOTES AND PROCEEDINGS

416-965-1406

**LEGISLATIVE ASSEMBLY, CLERK'S OFFICE.** The Clerk is the principal officer of the Legislative Assembly and is responsible for procedure and the daily publication of the Order Paper and **Votes and Proceedings**, the official record of the activities of the Legislature. The Clerk's Office will answer questions about the status of legislation before the Legislature, rules pertaining to Private Bills and select and standing committees.

## WAGES

416-965-1455

**CIV SERV, PUBLIC SERVICE APPEAL BOARDS.** The Public Service Grievance Board and the Public Service Classification Rating Committee (965-1455) are tribunals which hear appeals about grievances of employees of the Ontario Public Service regarding dismissal, working conditions and job classification. The Crown Employees Grievance Settlement Board (598-0688) hears grievances arising in the various bargaining units represented by the Ontario Public Service Employees Union (OPSEU), the Ontario Liquor Boards Employees Union, the Workmen's Compensation Board Employees Union, and the Ontario Housing Employees Union. The Ontario Public Service Labour Relations Tribunal (598-0688) hears appeals re union representation, jurisdiction, union dues, bargaining units, etc., and generally administers the Crown Employees Collective Bargaining Act, 1972 (amended). Arbitration Boards (ad hoc) hear and adjudicate disputes between employees and unions re **wages**, collective agreements.

416-965-5251

**LABOUR, EMPLOYMENT STANDARDS BR** sets and enforces standards of **wages** and working conditions in Ontario, including minimum wage, overtime pay, vacation pay, hours of work, public holidays, maternity leave, equal pay for equal work, termination of employment and equal benefits. May also collect unpaid **wages** on behalf of employees. Provides means for employees and employers to jointly petition Government for a schedule of **wages** and working conditions for their particular industry or trade. Also regulates and issues licences to employment agencies (965-0631). Provides for setting of **wages** rates and working conditions for construction industry and maintenance workers employed on government contracts. Employment Adjustment Services (965-3303) provides consulting services to employers and employees on termination of employment legislation and on adjustment programs available in situations of mass terminations of employment. Contact regional offices listed in the Appendix.

416-965-6101

**LABOUR, RESEARCH BR** provides information on **wages**, labour relations, occupational health and safety, collective bargaining, working conditions, quality of working life, human rights, employment and unemployment trends, labour market conditions and manpower, occupational data on women in the Ontario Public Service and on women in management. Provides internal policy analysis. Collects, analyzes and maintains a library on Ontario Collective Bargaining Agreements (965-6886). Maintains a library containing other labour related material (965-1641).

## WASAGA PARK

705-429-2516

**NAT RES, WASAGA PARK PROJECT.** As part of a broader program of conserving areas containing unique natural resources and providing for public access to a large, high quality natural beach, the province has undertaken the development of a year-round recreational community at Wasaga Beach. This inter-ministry project involves integrated planning by Treasury & Economics, Intergov't. Affairs, Transportation & Communications, Environment, Natural Resources, Housing, Industry & Tourism. The second 5-year phase incorporating arterial road improvements and installation of sewage and water facilities commenced in 1978-79 upon Cabinet approval. The Min. of Natural Resources coordinates project. Write: Box 183, Wasaga Beach, L0L 2P0.

## WASTE

Waste, see also Waste Disposal Sites, also Pollution

416-965-2531

**ENV, ENVIRONMENTAL APPEAL BOARD** hears appeals of persons affected by certain decisions or orders of local health authorities in the area of private sewage disposal, and of the Ministry of the Environment in the areas of water and sewage, **waste** disposal, air and noise pollution, in accordance with the Ontario Water Resources Act, 1970 and the Environmental Protection Act, 1971.

416-965-3007

**ENV, WASTE MANAGEMENT ADVISORY BOARD** advises the Minister of the Environment on matters related to the management of **waste** in Ontario including means of reducing the quantity produced, of assisting in the development of resource recovery from the **waste** stream, and of improving the aesthetic quality of the physical environment.

416-965-3284

**ENV, WASTE MANAGEMENT BR, WASTE SYSTEMS PLANNING Section.** The Waste Management Branch coordinates programs concerned with the disposal of **waste** on land. **Waste Systems Planning Section** deals with pollution by industry (such as mining, metals, food, petroleum) and municipal and private solid wastes. These include hazardous industrial **waste**, industrial sludges and pretreatment residues, municipal sewage sludge, derelict motor vehicles, soft drink or beverage containers, and their disposition at waste disposal sites. Coordinates related federal-provincial activities; provides technical support regarding industrial **waste** treatment and control with respect to water, air and solids. Coordinates project to take inventory and recommend rehabilitation of derelict mining land throughout Ontario. See also Env Waste Management Br Waste Utilization Section. Contact regional or district offices listed in the Appendix for complaints on related pollution.

416-636-8015

ENV, WASTE MANAGEMENT BR, WASTE UTILIZATION Section. The Waste Management Br coordinates programs concerned with the disposal of **waste** on land. Waste Utilization Section develops and implements a comprehensive **waste** management program including new procedures for resource recovery and recycling, especially for energy conservation. Operates full scale experimental plant for technology research and market development. Provides grants for selected technology demonstration projects. Promotes source separation projects (recovery of **waste** newspaper, glass and cans from residential garbage) in selected municipalities. See also Env Waste Management Br Waste Systems Planning.

416-248-3058

ENV, WATER RESOURCES BR LIMNOLOGY and Toxicity Section does studies on relationships between aquatic organisms and the water environment (e.g. problem weed species, aquatic weed harvesting). Limnology Unit monitors water quality in recreational lakes and assesses and develops lake restoration methods. The Toxicity Section provides data on lethal effects of **waste** from industry, pesticides and other contaminants or hazardous agents on fish and other aquatic organisms (e.g. mercury levels). Contact regional or district offices listed in the Appendix.

416-965-4590

ENV, WATER RESOURCES BR WATER MODELLING SECTION develops, adapts and applies mathematical models and analytical methods to represent and predict the response of lakes, streams, and ground water to **waste** inputs, withdrawals, pollution control measures, land-use practices and climatic conditions in order to aid development of water management policy and assess effects on environment. Conducts studies in representative areas to develop and test models. Contact regional or district offices listed in the Appendix.

416-965-7678

HEALTH, PUBLIC HEALTH BR PUBLIC HEALTH ENGINEERING Section collects and evaluates data on the analysis of drinking water and on the quality of the supply in recreational areas. Provides engineering advice on control measures for outbreak of communicable disease, on treatment of non-municipal water supply, on improper **waste** disposal systems, and on the design and operation of recreational camps and other facilities, housing and institutions. Issues licences to summer camps. Administers regulation regarding public swimming pools under the Public Health Act, including approval of building plans. See other sections in Health Public Health Br described separately.

416-965-7196

IND & TOUR, INDUSTRY BR, Industrial Development Section assists in the development of industrial technology by: evaluating new materials, products and processes through contact with manufacturing industry, associations and research institutions; providing a consultative service on technology to industry on a sector basis; introducing new technology to businessmen through Product Development and Productivity Seminars in Ontario and Technology Missions abroad; providing information and assistance on energy management and conservation, industrial research, industrial **waste** utilization and pollution control methods. Also provides assistance and information to encourage the film industry in Ontario. The Section assists in the review and preparation of applications for loans and grants, available from the Federal or Provincial Governments. Contact Queen's Park or Regional Offices listed in the Appendix. See also Ind & Tour Industry Br Product-Manufacturing Development, and Ind & Tour Industry Br Industrial Services.

## WASTE DISPOSAL SITES

416-965-3980

ENV, ENVIRONMENTAL APPROVALS BR is the central area where persons and organizations seek ministry approval for activities affecting the environment. Conducts environmental assessments on applications for permits required under the Environmental Protection Act (e.g. **waste disposal sites**) Ontario Water Resources Act and the Environmental Assessment Act and approves such requests. To apply for permits under these Acts contact ministry's regional or district offices listed in the Appendix. The branch ensures that environmental safeguards are incorporated into land use planning policies and programs. Evaluates at planning stage certain activities by government ministries, utilities, government-funded projects and related activities in the private sector, which will have a significant environmental impact. Develops guidelines for waste disposal systems by industry, municipalities and the public.

416-965-2531

ENV, ENVIRONMENTAL ASSESSMENT BOARD holds public hearings on the environmental impact of major development proposals under three statutes: The Ontario Water Resources Act, 1970 (OWRA), The Environmental Protection Act, 1971 (EPA); The Environmental Assessment Act, 1975 (EAA). Hearings may also be held under orders-in-council. Following hearings under the OWRA (municipalities wishing to establish or extend their sewage works into another municipality or territory) and the EPA (approval to establish or extend **waste disposal sites**) the Board submits recommendations to the Ministry of the Environment. Under the Environmental Assessment Act, 1975, after the environmental assessments and the ministry's review thereof have been made public, any person can require by written notice a hearing by the Board. After hearings are held under the EAA, the Board renders a final decision which can only be varied or rescinded by the Minister with approval of the Lieutenant Governor in Council.

416-965-3284

ENV, WASTE MANAGEMENT BR, WASTE SYSTEMS PLANNING Section. The Waste Management Branch coordinates programs concerned with the disposal of waste on land. Waste Systems Planning Section deals with pollution by industry (such as mining, metals, food, petroleum) and municipal and private solid wastes. These include hazardous industrial waste, industrial sludges and pretreatment residues, municipal sewage sludge, derelict motor vehicles, soft drink or beverage containers, and their disposition at **waste disposal sites**. Coordinates related federal-provincial activities; provides technical support regarding industrial waste treatment and control with respect to water, air and solids. Coordinates project to take inventory and recommend rehabilitation of derelict mining land throughout Ontario. See also Env Waste Management Br Waste Utilization Section. Contact regional or district offices listed in the Appendix for complaints on related pollution.

## WASTEWATER

Wastewater, see Env Pollution Control Br Development & Research.

## WATER

Water, see also Drinking Water, Ground Water.

416-824-4120

AG & FOOD, PROVINCIAL PESTICIDE RESIDUE TESTING LABORATORY in Guelph provides a chemical analytical service to all provincial ministries for the detection and measurement of pesticides, herbicides, fungicides, related industrial pollutants and heavy metals in the following areas: plant and animal tissues, fish and wildlife, soils, **water**, air and human tissues. Interprets significance of analytical results. Contact laboratory or ministries

involved for research papers and reports. Identification of insects may be done by the Department of Environmental Biology, Rm 102, Graham Hall, University of Guelph upon receipt of carefully packed sample.

416-965-2531

ENV, ENVIRONMENTAL APPEAL BOARD hears appeals of persons affected by certain decisions or orders of local health authorities in the area of private sewage disposal, and of the Ministry of the Environment in the areas of **water** and sewage, waste disposal, air and noise pollution, in accordance with the Ontario Water Resources Act, 1970 and the Environmental Protection Act, 1971.

416-248-3739

ENV, POLLUTION CONTROL BR DEVELOPMENT & RESEARCH GROUP includes: an Applied Sciences Section (248-3044), a Wastewater Treatment Section, and a **Water** Technology Section. The group provides: liaison with academic and research groups, dissemination of technical information and findings, technical assistance to the Planning Sections, applied environmental research on pollution, wastewater treatment and drinking water quality. Also provides technical support regarding the application of new technology directly to municipalities and industry and to the public through regional and district offices (see Appendix for list). Provides grants for health related environmental research and other projects from Provincial Lottery funds; write to Pollution Control Br., Development & Research Group, Min. of the Environment, 135 St. Clair Ave. W., Toronto, M4V 1P5.

416-965-6967

ENV, POLLUTION CONTROL BR MUNICIPAL AND PRIVATE Section deals with municipal and private sewage and municipal **water** supply. Provides liaison with federal agencies including coordination of federal grants to municipalities for sewage and **water** works. Deals with regulations and standards for pollution control relating to septic tanks, boating (pleasure craft), marinas, ice huts and municipal sewage treatment plants. Specific activities include phosphorous removal at all municipal sewage treatment plants (to safeguard Great Lakes **water** quality), urban drainage management and sewage sludge use on farm land. Also is involved with policies dealing with the provision of safe drinking water. Contact regional or district offices listed in the Appendix. Inspection and approval of septic tanks is done by county or regional health units under agreement with the Crown (except in areas where no agreement is in effect, e.g., Muskoka, Parry Sound, North Bay & Ottawa-Carleton where this service is done by Ministry's regional or district offices).

416-965-7062

ENV, PROJECT COORDINATION BR manages and coordinates all aspects in the development and construction of ministry capital projects, e.g. **water** supply, sewage and pollution control facilities for municipalities. This includes design and equipment selection (965-3490). Upon approval of a project by the ministry, the branch arranges for design work and financial analysis, including details on grants available. Upon approval by the Ontario Municipal Board (OMB), tenders are called and contracts awarded by the ministry. The branch assists in initiation of ministerial orders defining specific public **water** and sewage service areas. Administers grants programs for certain sewage and **water** works to municipalities qualifying under the ministry's priority rating system and to small communities for upgrading private sewage or **water** systems. Contact regional or district offices listed in the Appendix.

416-965-3284

ENV, WASTE MANAGEMENT BR, WASTE SYSTEMS PLANNING Section. The Waste Management Branch coordinates programs concerned with the disposal of waste on land.

Waste Systems Planning Section deals with pollution by industry (such as mining, metals, food, petroleum) and municipal and private solid wastes. These include hazardous industrial waste, industrial sludges and pretreatment residues, municipal sewage sludge, derelict motor vehicles, soft drink or beverage containers, and their disposition at waste disposal sites. Coordinates related federal-provincial activities; provides technical support regarding industrial waste treatment and control with respect to **water**, air and solids. Coordinates project to take inventory and recommend rehabilitation of derelict mining land throughout Ontario. See also Env Waste Management Br Waste Utilization Section. Contact regional or district offices listed in the Appendix for complaints on related pollution.

416-965-6141

ENV, WATER RESOURCES BR DATA SYSTEMS and Administration Section designs, develops and implements systems that store, retrieve and process data related to the programs of the **Water** Resources Branch.

416-965-2105

ENV, WATER RESOURCES BR HYDROLOGY & Monitoring Section coordinates **water** quality and quantity programs related to lakes and other inland waters. Provides geotechnical support for ministry hydrogeological and ground water development and protection programs. Issues licences to contractors of **water** wells and participates in policy making and application of the **water** taking permit program. Contact regional or district offices listed in the Appendix.

416-248-3058

ENV, WATER RESOURCES BR LIMNOLOGY and Toxicity Section does studies on relationships between aquatic organisms and the **water** environment (e.g. problem weed species, aquatic weed harvesting). Limnology Unit monitors **water** quality in recreational lakes and assesses and develops lake restoration methods. The Toxicity Section provides data on lethal effects of waste from industry, pesticides and other contaminants or hazardous agents on fish and other aquatic organisms (e.g. mercury levels). Contact regional or district offices listed in the Appendix.

416-965-6954

ENV, WATER RESOURCES BR PLANNING and Coordination Section coordinates and maintains **water** resources policy and guidelines. Plans and coordinates water resources surveys and river basins water management studies. To achieve desirable **water** quality in the Great Lakes, coordinates Great Lakes survey programs so that pollution abatement and remedial measures are determined. Also answers inquiries on mercury levels in fish. Contact regional or district offices listed in the Appendix.

416-965-4590

ENV, WATER RESOURCES BR WATER MODELLING SECTION develops, adapts and applies mathematical models and analytical methods to represent and predict the response of lakes, streams, and ground water to waste inputs, withdrawals, pollution control measures, land-use practices and climatic conditions in order to aid development of **water** management policy and assess effects on environment. Conducts studies in representative areas to develop and test models. Contact regional or district offices listed in the Appendix.

416-248-3196

HEALTH, LABORATORY SERVICES BR has laboratories throughout the province which perform tests to assist in diagnosis, prevention and treatment of disease. Serves doctors, hospitals, other ministries, and analyzes drinking water for the general public. For drinking

**water** specimen mailing kits call local public health laboratory, (see Appendix for list; in Toronto: 248-3171).

416-965-7678

**HEALTH, PUBLIC HEALTH BR PUBLIC HEALTH ENGINEERING** Section collects and evaluates data on the analysis of drinking water and on the quality of the supply in recreational areas. Provides engineering advice on control measures for outbreak of communicable disease, on treatment of non-municipal **water** supply, on improper waste disposal systems, and on the design and operation of recreational camps and other facilities, housing and institutions. Issues licences to summer camps. Administers regulation regarding public swimming pools under the Public Health Act, including approval of building plans. See other sections in Health Public Health Br described separately.

416-965-6283

**NAT RES, CONSERVATION AUTHORITIES BR** encourages the conservation, development and utilization of **water** and related land resources by providing policy, funding assistance, management and planning direction to Conservation Authorities, autonomous bodies established under the Conservation Authorities Act. Provides grants to support resource management projects initiated and undertaken by the Authorities. These include **water** and land management programs (flood plain mapping, environmental assessments, flood control works, such as dams, channel improvements and erosion control structures) and conservation and recreation land management programs (reforestation and woodlots management, wildlife management, outdoor recreation information and education).

416-965-1271

**NAT RES, ENGINEERING SERVICES BR** is responsible for design, construction and maintenance of dams, docks and other hydraulic structures and improvements. Does special engineering, **water** management, shoreline management and hydrology studies to prevent flooding and erosion. Also coordinates resource access construction and maintenance (e.g., water access and road programs). Administers The Lakes and Rivers Improvement Act which regulates the construction and operation of dams and diversions in the province.

## WATER ACCESS

416-965-1271

**NAT RES, ENGINEERING SERVICES BR** is responsible for design, construction and maintenance of dams, docks and other hydraulic structures and improvements. Does special engineering, water management, shoreline management and hydrology studies to prevent flooding and erosion. Also coordinates resource access construction and maintenance (e.g., **water access** and road programs). Administers The Lakes and Rivers Improvement Act which regulates the construction and operation of dams and diversions in the province.

416-965-7883

**NAT RES, FISHERIES BR** provides information on fishing conditions and regulations, open seasons, limits, licences, fish farming regulations, fish identification and conservation, hatcheries and sanctuaries, lamprey identification, mercury levels, freeze-up and break-up. Commercial Fish Section (965-3345) coordinates, regulates and issues licences for all commercial fishing in Ontario. The branch conducts biological and environmental research and provides information on scientific fish management at Maple (832-2761) and through research stations located at Glenora, Sault Ste Marie, Thunder Bay, Wheatley; Harkness Laboratory in Algonquin Park and South Baymouth Laboratory at Tehkummah. Can also supply information on the physical and chemical characteristics and improvement of lakes, rivers and streams as well as depth charts, shorelines, **water access** and fishing maps. Provides

liaison with the Federal government on boating restriction regulations and Small Craft Harbours and answers related inquiries (965-7887). For local information and guidance contact district offices listed in the Appendix.

416-965-2745

NAT RES, PROVINCIAL PARKS BR manages provincial parks, canoe routes, **water access** points, snowmobile trails, waterfowl hunting areas. Also manages park campgrounds, trails and concessions. Cooperates with federal government and municipalities in planning parks and provides financial assistance to municipalities for park development. For general information on parks contact 965-3081 and for park vacancy reports during the summer months call 967-0427 9 A.M. to 9 P.M., seven days a week. Develops and coordinates provincial parks planning and other public recreation facilities (965-3981). Assists other government and private agencies with related planning. Contact regional or district offices listed in Appendix.

## WATER LOTS

Water Lots, see Nat Res Lands Administration Br.

## WATERFOWL

Waterfowl hunting areas, see Nat Res Provincial Parks Br. See also Wildlife.

## WATERWAY

705-743-9311

NAT RES, CAN-ONT RIDEAU-TRENT-SEVERN SECRETARIAT coordinates implementation of the Canada-Ontario Rideau-Trent-Severn (CORTS) agreement signed in February, 1975 by the federal Minister of Indian Affairs and Northern Development and the provincial Minister of Natural Resources. The agreement provides for coordinated planning and development of the recreational land corridor and **waterway** between Ottawa and Georgian Bay. Objectives include a pollution-free environment, adequate public recreation areas and adequate commercial and private development.

## WEAPONS

416-965-4485

SOL GEN, OPP, QUARTERMASTER STORES BR is responsible for stocking and distributing all items of uniform and equipment, stationery and office supplies for the Ontario Provincial Police, the Ontario Government Protective Service, Indian policing and auxiliary police. Maintains a repository of **weapons** seized by police forces, which have been cleared for disposal. OPP district headquarters are listed in the Appendix.

416-965-4488

SOL GEN, OPP, REGISTRAR OF FIREARMS approves issuing of permits to register and carry **weapons** in Ontario as outlined in the Criminal Code (Canada). The Chief Provincial Firearms Officer's Section (965-5525) represents the Solicitor General in firearms matters and administers the Firearms Business Permit System and the Firearms Acquisition Certificate System. Permits and acquisition certificates are issued by municipal police forces in municipalities exceeding 15,000 in population. In smaller communities contact local OPP detachment.

## WEED

Weed Control by roads and highways, see Tr & Comm Maintenance Br.

416-965-1081

**AG & FOOD, SOILS AND CROPS BR** provides information at local offices throughout the province on the commercial production of field and horticultural crops (e.g. greenhouse vegetables and ornamental plants, mushrooms). Information is available to commercial growers on restrictions in use of pesticides. Responsible for administration of the **Weed Control Act** through municipally-appointed inspectors. Complaints should be directed to the municipality. Inquiries on non-commercial (e.g. household and urban) growing should be referred to the **Agricultural & Horticultural Societies Br** at 965-1091. Contact Ministry's county or district office listed in the Appendix.

416-248-3058

**ENV, WATER RESOURCES BR LIMNOLOGY** and **Toxicity Section** does studies on relationships between aquatic organisms and the water environment (e.g. problem weed species, aquatic weed harvesting). **Limnology Unit** monitors water quality in recreational lakes and assesses and develops lake restoration methods. The **Toxicity Section** provides data on lethal effects of waste from industry, pesticides and other contaminants or hazardous agents on fish and other aquatic organisms (e.g. mercury levels). Contact regional or district offices listed in the Appendix.

## WELCOME HOUSE

416-965-2285

**CULT & REC, NEWCOMER SERVICES BR** programs relate to reception, orientation and language training of immigrants. The multicultural Ontario **Welcome House** at 8 York Street, Toronto provides English as a Second Language (ESL) instruction linked with day care (965-2365) and multilingual counselling and assistance in gaining access to government and social agencies (965-3021). Multilingual receptionists at the Toronto International Airport (678-2540) assist immigrants upon arrival. Print and audio-visual materials and information on ESL teaching and classes are available from the ESL clearing house (965-4331). For orientation resource materials for newcomers and counsellors and teachers of newcomers, and for information on setting up parents' and preschoolers' and other community-based English, orientation, citizenship classes, contact 965-2285. For information on newcomer intergration (NI) project grants and newcomer language/orientation classes (NLOC) grants contact Ministry of Culture and Recreation field offices listed in the Appendix.

## WELDERS

**CCR, PRESSURE VESSELS SAFETY BR** strives to minimize the loss of life and property arising from the operation of boilers and pressure vessels. Under the **Boilers & Pressure Vessels Act** (965-4121) and the **Operating Engineers Act** (965-4188), the branch ensures safety by reviewing boiler and pressure vessel designs and welding procedures, doing inspections during fabrication and installation, and periodically thereafter if vessel is uninsured. Inspects major repairs to all boilers and pressure vessels. Qualifies and issues licences to **welders**. Registers and classifies steam, refrigeration and compression plants and issues licences to their operators and operating engineers. Issues licences to hoisting engineers (crane operators). Investigates related accidents. Contact Queen's Park or regional offices listed in the Appendix.

## WELFARE

**COMM SOC, ADULT SERV DIV, GENERAL WELFARE ASSISTANCE (GWA) PROGRAM** (Income Maintenance) provides short-term financial assistance to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities & Indian Band Councils or by the Province in unorganized territories. GWA has four kinds of

financial assistance based on need. General Assistance (**welfare**) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed drugs, dental care, prosthetics (incl. eyeglasses, hearing aids) & for burials. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS A (Senior citizens), GAINS D (blind & disabled). Incentive Allowances are paid to those under a work activity project. Contact municipal **welfare** offices, Indian Band Councils and in unorganized territories Comm Soc area office (see Appendix).

416-965-2363

COMM SOC, SOCIAL ASSISTANCE REVIEW BOARD holds hearings of appeals requested by individuals regarding decisions on General **Welfare** Assistance, Vocational Rehabilitation Services, Guaranteed Annual Income System or GAINS-A (income supplement for senior citizens) and GAINS-D (income supplement for the blind and disabled), Family Benefits (financial allowances for single mothers, the blind and disabled, permanently unemployable fathers, foster children, severely handicapped children).

416-965-4891

COMM SOC, SOLDIERS AID COMMISSION provides emergency **welfare** assistance to eligible war veterans and/or their dependents who are in need. Administers trust funds accruing from bequests. Contact Commission or closest branch of the Department of Veterans Affairs (DVA) or Royal Canadian Legion.

416-965-9337

HEALTH, ONTARIO DRUG BENEFIT (ELIGIBILITY). Selected prescribed drugs are provided free to senior citizens (65 or older) who receive Old Age Security (OAS) or who have resided in Ontario for the past 12 months and are Canadian citizens or landed immigrants; to recipients of Family Benefits (FBA), General **Welfare** (GWA) and vocational rehabilitation assistance and Homes for Special Care and Extended Health Care benefits. The numbered Ontario Senior Citizens' Privilege Card entitles eligible patients to drug benefit. Federal OAS pensioners automatically get this card; those over 65 who are not OAS pensioners must apply. Forms available at most pharmacies or write: Ministry of Health, Drug Benefit, Box 21000, Station A, Toronto M5W 1Y5. FBA (includes the blind and disabled), GWA and other recipients are issued monthly cards. Drugs must be listed in the Drug Benefit Formulary (for quality and cost control), prescribed by a doctor or a dentist and obtained in Ontario.

## WELLS

416-965-2105

ENV, WATER RESOURCES BR HYDROLOGY & Monitoring Section coordinates water quality and quantity programs related to lakes and other inland waters. Provides geotechnical support for ministry hydrogeological and ground water development and protection programs. Issues licences to contractors of water **wells** and participates in policy making and application of the water taking permit program. Contact regional or district offices listed in the Appendix.

## WHEEL-RAIL TECHNOLOGY

Wheel-Rail Technology, see TR & COMM Systems Research Transit Systems.

## WILDLIFE

416-824-4120

AG & FOOD, PROVINCIAL PESTICIDE RESIDUE TESTING LABORATORY in Guelph provides a chemical analytical service to all provincial ministries for the detection

and measurement of pesticides, herbicides, fungicides, related industrial pollutants and heavy metals in the following areas: plant and animal tissues, fish and **wildlife**, soils, water, air and human tissues. Interprets significance of analytical results. Contact laboratory or ministries involved for research papers and reports. Identification of insects may be done by the Department of Environmental Biology, Rm 102, Graham Hall, University of Guelph upon receipt of carefully packed sample.

416-965-6283

NAT RES, CONSERVATION AUTHORITIES BR encourages the conservation, development and utilization of water and related land resources by providing policy, funding assistance, management and planning direction to Conservation Authorities, autonomous bodies established under the Conservation Authorities Act. Provides grants to support resource management projects initiated and undertaken by the Authorities. These include water and land management programs (flood plain mapping, environmental assessments, flood control works, such as dams, channel improvements and erosion control structures) and conservation and recreation land management programs (reforestation and woodlots management, **wildlife** management, outdoor recreation information and education).

416-965-2761

NAT RES, FINANCIAL SERVICES BR, besides the financial management and accounting functions as outlined in the first entry under Accounting, is responsible for appropriations control, development of accounting and costing systems, financial and cost analyses, pre-audit controls and procedures. Prepares claims under federal-provincial agreements; controls collateral securities and collects records and reports on revenue from timber operations, sales and leases of Crown land, mining operations, provincial parks operations, fish and **wildlife** licences and sundry other cash receipts. For fish and **wildlife** (hunting) licences sale, see Nat Res Administrative Services Br or contact ministry regional or district offices (listed in the Appendix).

416-965-4251

NAT RES, WILDLIFE BR manages Ontario's **wildlife** resources: manages habitat; reviews and recommends management practices and policy; recommends and enforces related laws and regulations; manages **wildlife** including moose, deer, bear, upland game, waterfowl, endangered species and all flora & fauna excluding fish. Measures hunter participation and harvest; determines hunting seasons; operates Provincial **Wildlife** Areas for wildlife-oriented recreation. Reviews land use planning and resources development in Northern Ontario to ensure that **wildlife** interests are considered. Conducts research on **wildlife** management, diseases and behavior (Maple, 832-2761). Contact regional or district offices listed in the Appendix. See also Nat Res Wildlife Br Wildlife Services Section for other activities of this branch.

416-965-3345

NAT RES, WILDLIFE BR, WILDLIFE SERVICES SECTION regulates use of furbearers and issues licences to fur buyers and tanners. Administers resource development agreement between the Ontario Ministry of Natural Resources and the federal Department of Indian Affairs and Northern Development to develop Ontario renewable natural resources for the improvement of social and economic status of native peoples. Hunter Training Safety Program (965-4251) certifies hunter safety instructors and trains Ministry hunting licence examiners. See also Nat Res Wildlife Br. Contact regional or district offices listed in the Appendix.

## WILLS

416-362-1331

**ATT GEN, PUBLIC TRUSTEE** manages estates of mentally incompetent persons (mainly those in psychiatric hospitals and facilities for the retarded). May be appointed Administrator of estates of Ontarians who die intestate without adult next-of-kin in Ontario and may manage such an estate as would a private trustee. May also be appointed Executor under a will. The Public Trustee is authorized to accept private trusts, Powers of Attorney, etc. Advises charitable organizations of legacies from **wills** and reviews operations of charities. Receives in trust assets of corporations undergoing dissolution. Authorized to receive funds in trust for perpetual care of cemeteries.

416-965-7314

**ATT GEN, SURROGATE COURT** probates **wills** of persons who die testate (with a Will), and letters of administration of persons who die intestate (without a Will). Issues letters of guardianship of persons and/or the estates of children. Processes applications for the custody of children. The Surrogate Court also handles contested claims against estates, Will trials, applications under the Succession Law Reform Act and Proof in Solemn Form of Lost **Wills**. Contact local Surrogate Court Registrar.

## WINE

416-562-4141

**AG & FOOD, HORTICULTURAL RESEARCH INSTITUTE OF ONTARIO** in Vineland conducts horticultural research (including studies on soils and crops) to increase production and develop new varieties of farm products (e.g. fruit & vegetables including mushrooms) and **wine**. The Institute also coordinates all horticultural research and service programs supported by the ministry. Serves farmers, growers of ornamental plants, food processors and **wine** makers. Research is conducted at four units located at Simcoe, Holland Marsh and two at Vineland. The Institute provides propagating material (cuttings, etc.) to growers and nurseries.

416-965-4911

**CCR, LIQUOR CONTROL BOARD OF ONTARIO (LCBO)** oversees the distribution and sale of liquor (spirits, alcohol, ale, beer and **wine**) for home consumption and liquor sales to licensed establishments through government stores throughout Ontario. The LCBO imports special orders of products not normally carried. Special rare **wine** and spirits cellars are operated in Toronto (416-965-3036) and in Ottawa (613-733-0041) to stock only high quality products in limited supply. Consultants are available in liquor stores in some metropolitan areas to advise on choosing **wine**. Duty-free stores at the Toronto International Airport sell liquor to foreign-bound passengers.

## WINTARIO

416-965-7690

**CULT & REC, CULTURAL INDUSTRIES BR** provides liaison with various levels of government and the film industry, recording industry, book publishing and periodicals industries. Does not give grants; emphasizes policy development. Accepts applications from established book publishers for guaranteed loans and interest subsidies. Manages Ontario Half Back program which allows non-winning **Wintario** tickets to be used for discounts on purchase of Canadian records or on admission to Canadian films (May to September, 1979). The Half Back program on the purchase of Canadian books or magazine subscriptions was in operation from January 19 to April 12, 1978.

416-961-6262

CULT & REC, ONTARIO LOTTERY CORPORATION, WINTARIO. The Ontario Lottery Corporation manages **Wintario**, Lottario and the Provincial lotteries. To find out winning numbers of last **Wintario** draw consult newspapers the next day, or list posted at retailer's or call 416-870-9170 (Toronto) for a recorded message. See Cult & Rec Wintario Grants for information on the **Wintario** grants program.

416-965-2390

CULT & REC, WINTARIO GRANTS Information Office, part of the Communications Br, is an information service for the **Wintario** Grants Program. Net profits from **Wintario** are available to non-profit community groups, organizations, municipalities and Indian Band Councils for capital and non-capital projects concerning sports, recreation, fitness, arts, heritage, public libraries, multiculturalism and citizenship and other projects of a recreational and cultural nature. For information and application forms contact Ministry of Culture & Recreation field offices, listed in the Appendix.

## WOMEN

416-965-6101

LABOUR, RESEARCH BR provides information on wages, labour relations, occupational health and safety, collective bargaining, working conditions, quality of working life, human rights, employment and unemployment trends, labour market conditions and manpower, occupational data on **women** in the Ontario Public Service and on **women** in management. Provides internal policy analysis. Collects, analyzes and maintains a library on Ontario Collective Bargaining Agreements (965-6886). Maintains a library containing other labour related material (965-1641).

416-965-0564

LABOUR, WOMEN CROWN EMPLOYEES OFFICE acts as an internal consultant to Ontario government ministries and Crown agencies in developing, coordinating and monitoring affirmative action plans to upgrade the status of their **women** staff. The Affirmative Action Program of the Ontario Government operates under a directive and guidelines from Management Board of Cabinet to accelerate the rate of change in the status of **women** employees of the Ontario Public Service. The office provides impetus and technical advice to individual Deputy Ministers (program managers) and Women's Advisors (consultants). Prepares annual report on the status of **women** Crown employees. Reports regularly to Management Board on the progress of the corporate program which promotes equal opportunity for **women** employed in the public sector. For affirmative action activities by specific ministries and agencies contact ministry or agency Women's Advisor.

416-965-1537

LABOUR, WOMEN'S BUREAU is an information service and resource centre for people interested in the employment status of **women** in Ontario. Provides advice to employers in the private sector who wish to implement equal opportunity programs for full utilization of **women** employees. Advises government on women's issues; provides labour legislation information through speakers and publications. Conducts research on the status of **women** in Ontario's labour force; provides consultative service on employment counselling. Although individual counselling is not available, the Bureau can refer people to appropriate sources. Provides outreach program to serve low-income, immigrant and native **women**.

416-965-1111

STATUS OF WOMEN COUNCIL is an advisory Council consisting of a chairman and sixteen members, all appointed by the Government. Advises the Ontario Government

through the Provincial Secretariat for Social Development, on matters pertaining to the status of **women** in Ontario. Coordinates and monitors the implementation of recommendations contained in the report 'Equal Opportunity for **Women** in Ontario: A Plan for Action'. Reports annually to the Legislature through the Provincial Secretary for Social Development. Several committees are active in such areas as: education, labour, health, child care and **women** with special needs.

## **WOMEN'S ADVISOR**

416-965-0564

**LABOUR, WOMEN CROWN EMPLOYEES OFFICE** acts as an internal consultant to Ontario government ministries and Crown agencies in developing, coordinating and monitoring affirmative action plans to upgrade the status of their women staff. The Affirmative Action Program of the Ontario Government operates under a directive and guidelines from Management Board of Cabinet to accelerate the rate of change in the status of women employees of the Ontario Public Service. The office provides impetus and technical advice to individual Deputy Ministers (program managers) and Women's Advisors (consultants). Prepares annual report on the status of women Crown employees. Reports regularly to Management Board on the progress of the corporate program which promotes equal opportunity for women employed in the public sector. For affirmative action activities by specific ministries and agencies contact ministry or agency **Women's Advisor**.

## **WOODLOTS**

416-965-6283

**NAT RES, CONSERVATION AUTHORITIES BR** encourages the conservation, development and utilization of water and related land resources by providing policy, funding assistance, management and planning direction to Conservation Authorities, autonomous bodies established under the Conservation Authorities Act. Provides grants to support resource management projects initiated and undertaken by the Authorities. These include water and land management programs (flood plain mapping, environmental assessments, flood control works, such as dams, channel improvements and erosion control structures) and conservation and recreation land management programs (reforestation and **woodlots** management, wildlife management, outdoor recreation information and education).

416-965-2785

**NAT RES, FOREST RESOURCES BR** grows seedlings in provincial nurseries for the public and for Crown reforestation. Manages Crown forests to ensure regeneration, improve quality and growth and to protect them from wild fire, insects and disease. Takes inventory of forest base, controls harvesting and audits utilization in these Crown forests. Advises private landowners on tree planting, tending of **woodlots** and marketing timber. Provides private landowners with direct forestry assistance under the Woodlands Improvement Act. Provides grants to municipalities for land acquisition, the lands to be managed by the Ministry. Develops and tests new methods and equipment related to silviculture. Holds field days for public on growing Christmas trees, maple syrup production and forest management. Through a cooperative arrangement with the Min. of Intergov't Affairs pays grants to reduce property tax on managed forests.

## **WOOL**

416-965-5971

**AG & FOOD, LIVESTOCK BR** promotes production of livestock and high quality livestock products through management improvement programs and grants for Ontario producers. Maintains laboratories where milk samples are tested for butterfat content and a laboratory

where feed samples are analyzed. This branch is responsible for acts affecting livestock producers, e.g., the Hunter Damage Compensation Act, the Artificial Insemination of Livestock Act (issuance of licences to providers of artificial insemination services for livestock), the Beef Cattle Marketing Act (licences of cattle dealers). Other acts provide for: the grading of livestock and poultry and the regulation of stock yards, licences to those who conduct auctions of pure-bred livestock, payment of licence fees to the Ont. Sheep Ass'n on the sales of **wool**. Livestock specialists are available to give management advice to producers throughout Ontario.

## WORD PROCESSING

Word processing services in the Ontario Government, see Govt Serv Communication & Computer Services Div. See also Administrative Services for listing of ministries' administrative services branches that are usually involved with word processing.

## WORK ACTIVITY PROJECTS

Work Activity Projects, see Comm Soc Adult Serv Div General Welfare, also Comm Soc Adult Serv Div Social Services and Comm Soc Adult Serv Div Vocational Rehab.

## WORKERS

Workers, see Employees. Workers' occupational health, see Occupational Health. See also Workmen's Compensation Board.

## WORKING CONDITIONS

416-965-1455

**CIV SERV, PUBLIC SERVICE APPEAL BOARDS.** The Public Service Grievance Board and the Public Service Classification Rating Committee (965-1455) are tribunals which hear appeals about grievances of employees of the Ontario Public Service regarding dismissal, **working conditions** and job classification. The Crown Employees Grievance Settlement Board (598-0688) hears grievances arising in the various bargaining units represented by the Ontario Public Service Employees Union (OPSEU), the Ontario Liquor Boards Employees Union, the Workmen's Compensation Board Employees Union, and the Ontario Housing Employees Union. The Ontario Public Service Labour Relations Tribunal (598-0688) hears appeals re union representation, jurisdiction, union dues, bargaining units, etc., and generally administers the Crown Employees Collective Bargaining Act, 1972 (amended). Arbitration Boards (ad hoc) hear and adjudicate disputes between employees and unions re wages, collective agreements.

416-965-5251

**LABOUR, EMPLOYMENT STANDARDS BR** sets and enforces standards of wages and **working conditions** in Ontario, including minimum wage, overtime pay, vacation pay, hours of work, public holidays, maternity leave, equal pay for equal work, termination of employment and equal benefits. May also collect unpaid wages on behalf of employees. Provides means for employees and employers to jointly petition Government for a schedule of wages and **working conditions** for their particular industry or trade. Also regulates and issues licences to employment agencies (965-0631). Provides for setting of wages rates and **working conditions** for construction industry and maintenance workers employed on government contracts. Employment Adjustment Services (965-3303) provides consulting services to employers and employees on termination of employment legislation and on adjustment programs available in situations of mass terminations of employment. Contact regional offices listed in the Appendix.

416-965-6101

LABOUR, RESEARCH BR provides information on wages, labour relations, occupational health and safety, collective bargaining, **working conditions**, quality of working life, human rights, employment and unemployment trends, labour market conditions and manpower, occupational data on women in the Ontario Public Service and on women in management. Provides internal policy analysis. Collects, analyzes and maintains a library on Ontario Collective Bargaining Agreements (965-6886). Maintains a library containing other labour related material (965-1641).

## WORKMEN'S COMPENSATION BOARD

416-965-8851

WORKMEN'S COMPENSATION BOARD (WCB) administers the Workmen's Compensation Act. For employees disabled by work-related accidents or diseases the Act provides compensation (income), medical aid (payment of doctors' & hospital bills, etc.), rehabilitation services, awards for permanent disability & pensions for dependents of employees who die as a result of such accidents or diseases. Appeals on WCB decisions may be made under the Act. The Board is entirely financed by employer assessments, which also underwrite the safety education programs of nine accident-prevention associations. The Board's head office is at 2 Bloor St. East, Toronto; its Hospital & Rehabilitation Centre is in Downsview. The board has a library (965-8725), films (965-8722), two information offices in Toronto & area offices in 12 other Ontario cities (listed in the Appendix). The WCB reports to the Legislature through the Minister of Labour.

## WRESTLING

416-963-0844

CCR, ATHLETICS COMMISSIONER regulates professional boxing and **wrestling** in Ontario. Issues licences to professional boxers (including promoters and managers) and wrestlers.

## WRITERS

Writers, see Ontario Arts Council

## X-RAYS

416-965-4061

HEALTH, INSPECTION BR X-RAY INSPECTION Service administers the regulation respecting X-Ray safety by registering owners of equipment designed to produce **X-Rays** used in the practice of medicine, approving plans for permanent locations and inspecting them. Provisions of this regulation apply only to the healing arts.

LABOUR, SPECIAL STUDIES & SERVICES BR. Health Studies Service (965-6375) conducts occupational health studies and provides consultative services on the effects of occupational and environmental exposure to chemical or other hazardous agents on human health. Safety Studies Service (965-6111) conducts studies in occupational safety and maintains contact with organizations involved in accident prevention. Radiation Protection Service (965-8178) directs a program to protect employees and the public from harmful effects of radiation including industrial **X-Rays**, radioactive materials, microwaves, lasers. Radiation Protection Laboratory (965-2201) analyzes radioactive materials. Develops monitoring techniques and equipment for identification of radioactive sources. The Branch also deals with contingencies related to nuclear power generating stations and heavy water plants.

## YOUTH

Youth, see also Children, Juveniles, Youth Employment

416-965-1241

**AG & FOOD, EXTENSION BR** operates the Ontario farm management program to encourage farmers to use modern techniques to manage their livestock, soils, crops, machinery and finances. Administers the Farm Productivity Incentive Program which provides financial assistance to farmers for certain capital improvements and soil management projects on their farms. Local agricultural representatives (AG REPS) provide individual counselling, in-depth courses, commentaries over various media, displays and tours. Also act as resource for the Four-H (4-H) and Junior Farmer programs which provide agricultural and leadership training as well as social benefits for **youth** in rural areas. The branch is headquarters for the Junior Farmers' Association of Ontario. Contact AG REPS in county or district offices listed in the Appendix.

416-965-4211

**COLL UNIV, INDUSTRIAL TRAINING BR** is responsible for the delivery of the ministry's Industrial training (manpower training ) programs. The branch is involved in training and retraining men and women for employment in industry through several programs: apprenticeship including on-the-job-training, full and part-time training of adults already in the labour force, short-term training-in-industry programs and trade certification. Contact local Industrial Training Office listed in the Appendix. For information on regulated trades see Coll Univ Industrial Training Br Trades. The Branch administers the Ontario Career Action Program (OCAP), designed to assist unemployed **youth** (between 16 and 24 yrs.) in finding gainful employment. Application forms available at local Canada Employment Centre. OCAP Administration Office in Queen's Park is at 965-0668.

**COMM SOC, CHILDREN'S SERV DIV, INSTITUTIONS.** Under The Children's Institutions Act and The Charitable Institutions Act, the Division may provide charitable organizations and social agencies with capital and operating grants and subsidies, and supervision and consultation to homes for children and **youth** (juveniles) whose parents are facing family crises, who are emotionally disturbed, delinquent or who abuse the use of drugs, or who need help to live independently in the community; and for homes for unmarried mothers. Under the Children's Residential Services Act establishes standards in all children's residential care programs and issues licences to individuals or groups operating group homes for three or more children. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

**COMM SOC, CHILDREN'S SERV DIV, JUVENILE CORRECTIONS PROGRAM** provides observation and detention services (in observation and detention homes) for juveniles awaiting court disposition. Supervises juveniles placed on probation by family court judges. Operates residential training schools for delinquent children or **youth**. Through aftercare services, supervises wards graduated from training schools and placed in community programs. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943. Training schools, observation and detention homes and probation & aftercare offices are also listed in the Appendix.

**COMM SOC, CHILDREN'S SERV DIV, MENTAL HEALTH SERVICES**, under the Children's Mental Health Centres Act, authorizes the establishment, funding, issuing of licences, and setting of standards of Children's Mental Health Centres serving emotionally disturbed children and **youth**. Contact regional and area offices listed in the Appendix. In Metro Toronto contact Central Area Office, 965-9943.

416-965-5665

CULT & REC, SPECIAL INTERESTS UNIT, Recreational Services Section of the Sport, Fitness & Recreation Services Br advises community regional and provincial recreation agencies and institutions and is responsible for the development of resources in: therapeutic recreation, outdoor recreation, camping, non-profit camps, recreation for families, senior citizens and **youth**, community recreation services, recreation education and research. Provides grants to non-profit camps. The Unit is also responsible for the certification of recreation professionals and provides support to professional recreation associations.

416-965-3540

ONTARIO YOUTH SECRETARIAT researches information and advises the Ontario Government and ministries on policies and programs involving **youth** (persons approximately 16 - 24 years). The Secretariat coordinates government **youth** programs including youth employment, e.g. summer employment for students. It also provides an information service on government **youth** services. Inquiries about the Ontario government's Experience Program in general should be directed to Tel. 965-0480. Each ministry coordinates its own Experience Programs. The Ontario Youth Secretariat reports to the Legislature through the Provincial Secretary for Social Development.

## YOUTH EMPLOYMENT

Youth Employment, also contact each ministry's Personnel Branch listed under Personnel for other employment opportunities.

INTGOV AFF, SUBSIDIES BR administers provincial & federal-provincial subsidy programs under which grants & loans are made to municipalities & individuals. Subsidies to municipalities include financial aid for damage due to Great Lakes high water levels & for declared disasters (965-7499), payment of tax or grants-in-lieu of taxes on provincially owned properties (965-2428), subsidies for hiring summer students, e.g. Involvement in Municipal Administration (IMA) (965-3500). Subsidies to individuals or private employers include aid for summer employment, e.g. Ont. **Youth Employment Program (OYEP)** (965-0570 or toll free 1-800-268-7592), property taxation relief for owners of productive farm land (965-7994) & managed forests (965-3500), & through municipalities interest-free tax credits to elderly (senior citizens) homeowners (965-3500) & loans to owners of shoreline property to repair or prevent damage from erosion or storms (965-7499).

416-965-3540

ONTARIO YOUTH SECRETARIAT researches information and advises the Ontario Government and ministries on policies and programs involving youth (persons approximately 16 - 24 years). The Secretariat coordinates government youth programs including **youth employment**, e.g. summer employment for students. It also provides an information service on government youth services. Inquiries about the Ontario government's Experience Program in general should be directed to Tel. 965-0480. Each ministry coordinates its own Experience Programs. The Ontario Youth Secretariat reports to the Legislature through the Provincial Secretary for Social Development.

## ZONING

Zoning, see also Official Plans

416-965-1912

ATT GEN, ONTARIO MUNICIPAL BOARD performs a quasi-judicial function in the implementation of sound municipal development. Hears applications for approval of **zoning** by-laws, official plans and plans of subdivisions referred by the Ministry of Housing

and appeals as provided under the Planning Act and under the Assessment Act. The Ontario Municipal Board supervises certain financial and other affairs of municipalities with respect to applications for capital expenditures and the issuance of orders creating, altering or dissolving municipalities.

416-965-3352

**HOUSING, COMMUNITY PLANNING ADVISORY BR** provides community planning service and advice to municipalities, the development industry and the public. Administers a program of grants which provides financial aid to smaller municipalities (pop. 15,000 or less) for the development of locally oriented community planning programs. These include: preparing or updating official plans and **zoning** by-laws, assistance to regional, county or district governments in preparing land severance policies, funding preparation of required secondary plans, funding planning programs for unorganized territories, funding strategy plans for municipalities not included in a defined planning area. Municipalities must contact regional offices listed in the Appendix to apply for grants. Municipalities are responsible for designating mobile home parks by passing **zoning** by-laws under the Planning Act.

416-965-5890

**HOUSING, LOCAL PLANNING POLICY BR** develops policy, legislation and recommends community planning standards to apply at the local government level (municipalities), consistent with provincial objectives. Activities include review of planning statutes; formulation of advisory publications on official plans, **zoning** techniques and land use planning policies; and issuance of policy circulars on matters such as urban planning standards, design guidelines for housing subdivisions and the development of mobile home parks.

416-965-6418

**HOUSING, OPERATIONS & DEVELOPMENT CONTROL BR** administers Minister's **zoning** orders, part-lot control by-laws, validation of title, & road closing applications. Comments to the Ont. Municipal Board on municipal **zoning** by-laws. Coordinates delegation of Minister's powers to local jurisdictions (e.g., transfer of local official plans approvals to regional municipalities & land severance approvals to Northern Ontario planning boards). Monitors land severance decisions of delegated boards, committees of adjustment & land division committees. Administers land severance applications in Northern Ontario. Reviews applications for municipal annexations, quarries & pipelines. Processes Niagara Escarpment Dev Control appeals. Provides technical, administrative & statistical support for the Plans Admin. Div. Coordinates ministry review of environmental assessments. Prepares publications on the planning process. Takes part in special projects (e.g., review of land use planning reports).

## ZONNOSES

Zoonoses, see Health Program Advisory Br Veterinary







# Directory of Regional, Area & Field Offices

## MINISTRY OF AGRICULTURE AND FOOD

### County/District Offices and Colleges of Agriculture

Box 579  
**Alexandria K0C 1A0**  
 613-525-1046  
 (Glengarry)

Box 370  
**Alliston L0M 1A0**  
 705-435-5521  
 (Simcoe South)

R.R. 1  
**Ancaster L9G 3K9**  
 416-527-2995  
 (Wentworth)

234 King St. E.  
**Bowmanville L1C 1P5**  
 416-623-3348  
 (Durham)

3 Elizabeth St. S.  
**Brampton L6Y 1P7**  
 416-451-5474  
 (Peel)

207 Greenwich St.  
**Brantford N3S 2X7**  
 519-759-4190  
 (Brant)

Box 820  
**Brighton K0K 1H0**  
 613-394-2998  
 (Northumberland)

Box 635  
**Brockville K6V 5V8**  
 613-342-2124  
 (Leeds)

Box 129  
**Cayuga N0A 1E0**  
 416-772-3381  
 (Haldimand)

Box 726, 435 Grand Ave. W.  
**Chatham N7M 5L1**  
 519-354-2150  
 (Kent)

Box 159  
**Clinton N0M 1L0**  
 519-482-3428  
 (Huron)

Box 655, 109-11th St. W.  
**Cornwall K6H 5T3**  
 (Stormont)

Ont.Govt.Building, Box 3000  
**Dryden P8N 3B3**  
 807-223-2415  
 (Kenora)

Box 340  
**Elmvale L0L 1P0**  
 705-322-2231  
 (Simcoe North)

666 Rue Notre Dame, Box 540  
**Embrun K0A 1W0**  
 613-443-3391  
 (Russell)

Front St.  
**Emo P0W 1E0**  
 807-482-2310  
 (Rainy River)

46 Fox St.  
**Essex N8M 2S2**  
519-776-7361  
(Essex)

Box 159  
**Fergus N1M 2W7**  
519-843-2231  
(Wellington)

Box 328  
**Gore Bay P0P 1H0**  
705-282-2043  
(Manitoulin)

Box 130  
**Huntsville P0A 1K0**  
705-789-5491  
(Muskoka)

*Centralia College of Agricultural  
Technology*  
**Huron Park N0M 1Y0**  
519-228-6691

*Experimental Farm*  
**Kapuskasing P5N 2X9**  
705-335-5828  
(Cochrane North)

Box 2004  
**Kemptville K0G 1J0**  
613-238-7326  
(Grenville)

*Kemptville College of Agricultural  
Technology*  
**Kemptville K0G 1J0**  
613-258-3411

Box 651, 1055 Princess St.  
**Kingston K7L 1H3**  
613-544-1995  
(Frontenac)

322 Kent St.W.  
**Lindsay K9V 2Z9**  
705-324-6125  
(Victoria)

195 Dufferin Ave.  
**London N6A 1K7**  
519-434-6811  
(Middlesex)

181 Toronto St.  
**Markdale N0C 1H0**  
519-986-2040  
(Grey)

Box 608  
**Matheson P0K 1N0**  
705-273-2509  
(Cochrane South)

181 Main St.  
**Milton L9T 1N7**  
416-453-9766  
(Halton)

Box 'G';  
**New Liskeard P0J 1P0**  
705-647-6701  
(Timiskaming)

*New Liskeard College of Agricultural  
Technology*  
**New Liskeard P0J 1P0**  
705-647-6701

Newmarket Plaza  
**Newmarket L3Y 2N1**  
416-895-4519  
(York)

222 McIntyre St.W.  
**North Bay P1B 2Y8**  
705-474-3050  
(Nipissing)

41 Dundas St.W.  
**Napanee K7R 1Z5**  
613-354-3371  
(Lennox & Addington)

Box 100  
**Orangeville L9W 2Z5**  
519-941-3830  
(Dufferin)

26 Thorncliffe Pl.  
**Ottawa K2H 6L2**  
613-828-9167  
(Carleton)

10 Sunset Blvd.  
**Perth K7H 2Y2**  
613-267-1063  
(Lanark)

55 George St. N.  
**Peterborough K9J 3G2**  
705-745-2403  
(Peterborough)

Box 730  
**Petrolia N0N 1R0**  
519-882-0180  
(Lambton)

Box 470  
**Picton K0K 2T0**  
613-476-3224  
(Prince Edward)

Box 110  
**Plantagenet K0B 1L0**  
613-673-5115  
(Prescott)

315 Raglan St. S.  
**Renfrew K7V 1R6**  
613-432-4841  
(Renfrew)

*Ridgetown College of Agricultural  
Technology*  
**Ridgetown N0P 2C0**  
519-674-5456

594 Talbot St.  
**St. Thomas N5P 1C7**  
519-631-4700  
(Elgin)

1496 Wellington St. E.  
**Sault Ste. Marie P6A 2R1**  
(Algoma)

Box 587  
**Simcoe N3Y 4N5**  
519-426-7120  
(Norfolk)

Box 340  
**Stirling K0K 3E0**  
613-395-3393  
(Hastings)

413 Hibernia St.  
**Stratford N5A 5W2**  
519-271-0280  
(Perth)

1414 LaSalle Blvd.  
**Sudbury P3A 1Z0**  
705-566-1630  
(Sudbury)

Ont. Govt. Bldg.  
435 James St. S.  
**Thunder Bay 'F' P7E 6E3**  
807-475-1631  
(Thunder Bay)

Box 309  
**Uxbridge L0C 1K0**  
416-852-3328  
(Ontario)

**Vineland Station L0R 2E0**

416-562-4142

(Niagara North)

Box 1330

**Walkerton N0G 2V0**

519-881-3301

(Bruce)

279 Weber St. N.

**Waterloo N2J 3H8**

519-884-5390

(Waterloo)

574 South Pelham St.

**Welland L3C 3C6**

416-732-7552

(Niagara South)

Box 488

**Winchester K0C 2K0**

613-774-2313

(Dundas)

Box 666

**Woodstock N4S 7Z5**

519-537-6621

(Oxford)

## MINISTRY OF THE ATTORNEY GENERAL

Only the Assessment Review Courts are listed below.

Courts established by the Province include:

The Supreme Court of Ontario  
The County and District Courts  
The Surrogate Courts  
The Small Claims Courts  
The Provincial Courts (Criminal Division)  
The Provincial Courts (Family Division)

Ontario is divided into judicial counties or districts. Each county or district has at least one of these courts: County or District Court, Small Claims Court, Provincial Court Criminal Division and Provincial Court Family Division. The local County or District Court Clerk acts as the Supreme Court of Ontario Registrar and the Surrogate Court Registrar. To contact a specific court serving your county or district, look in the Bell Canada Telephone Book under Government of Ontario, Ministry of the Attorney General.

### Assessment Review Courts

678 Main St. E.  
**Hamilton L8M 1K2**  
416 549-4173  
(Grand River, Niagara)

426 Third St.  
**London N5W 4W6**  
519 453-6660  
(Southwestern Region)

713 Davis Dr.  
**Newmarket L3Y 2R3**  
416 895-1274  
(Central, Georgian Bay,  
Lake Huron)

Northgate Shopping Centre  
**North Bay P1B 2H3**  
705 474-1612  
(Northern Region)

2378 Holly Lane  
**Ottawa K1V 7P1**  
613 731-7166  
(Eastern Region)

277 George St. N., Ste 207  
**Peterborough K9J 3G9**  
705 743-7960  
(Lake Ontario)

85 Great Northern Rd.  
**Sault Ste. Marie P6B 4Y8**  
705 949-5280  
(Northern Branch Office)

80 Bloor St. W., Ste 701  
**Toronto M5S 1L9**  
416 965-6826  
(Metro Toronto)

**MINISTRY OF COLLEGES AND  
UNIVERSITIES**

**Industrial Training Branch**

Georgian College  
401 Duckworth St.  
**Barrie L4M 3X9**  
705-728-1951

Loyalist College  
Pioneer Bldg. 19 Wallbridge Crescent  
**Belleville K8P 1Z3**  
613-968-8671

Canada Manpower Centre  
98 Manitoba St., Box 1351  
**Bracebridge P0B 1C0**  
705-645-8643

City Hall, Room 229  
100 Wellington Sq.  
**Brantford N3T 2M3**  
519-756-5197

St. Lawrence College  
Box 1366  
**Brockville K6V 5Y6**  
613-345-0660 (Ext. 226)

St. Clair College, Thames Campus  
Box 2017  
**Chatham N7M 5W4**  
519-354-9100 (Ext. 243)

St. Lawrence College  
1111 Montreal Rd.  
**Cornwall K6H 1E1**  
613-933-6080

1 West Avenue South  
**Hamilton L8N 2R9**  
416-527-9105

37 Main St. S.  
**Kenora P9N 1S8**  
807-468-3325

St. Lawrence College,  
Newcourt House  
Rm N-110, P.O. Box 6000  
**Kingston K7L 5A6**  
613-544-2541

520 First St., Unit 19  
**London N5V 3C6**  
519-453-7190

1500 Fisher St., Northgate Plaza  
**North Bay P1B 2H3**  
705-474-5546

Sheridan College, Lakeshore Campus  
South  
**Oakville L6J 1H8**  
416-272-0630

Durham College, Box 385  
**Oshawa L1H 7L7**  
416-576-0171

2197 Riverside Dr., Suite 301  
**Ottawa K1H 7X3**  
613-731-7100

Georgian College,  
**Box 700 Owen Sound**  
519-376-5790

Algonquin College  
315 Pembroke St.E., Box 203  
**Pembroke K8A 6X3**  
613-735-1041

Sir Sandford Fleming College  
526 McDonnel St.  
**Peterborough K9J 7B1**  
705-743-4172

Box 1240  
**St. Catharines L2R 7A7**  
416-684-8543

Box 969  
**Sarnia N7T 7K4**  
519-542-7751

421 Bay St., 4th Flr.  
**Sault Ste. Marie P6A 1X3**  
705-942-4420

Cambrian College, Rm. 3152  
1400 Barrydowne Rd.  
**Sudbury P3A 3V8**  
705-560-3440

1265 Arthur St.E., 4th Flr.  
**Thunder Bay P7E 6E7**  
807-475-1605

Northern College, Box 1183  
**Timmins P4N 7J5**  
705-235-3644

32 Grenville St.  
**Toronto M4Y 1A3**  
416-965-6461

558 Yonge St.  
**Toronto M5E 1E6**  
416-965-4211

421 King St. N.,  
**Waterloo N2J 4E4**  
519-884-5460

1427 Ouellette Ave. 2nd Flr.  
**Windsor M8X 1K1**  
519-254-8654

**MINISTRY OF COMMUNITY AND  
SOCIAL SERVICES**

**Adult Services Div. Regional, Area &  
Local Offices**

**Children's Services Div. Regional & Area  
Offices, Probation & Aftercare  
Offices, Observation & Detention  
Homes, Training Schools and  
Children's Psychiatric Hospitals.**

**Mental Retardation (provincially  
operated) Facilities**

*Probation and Aftercare (Children)*  
3428 Sheppard Ave. E., Suite 201  
**Agincourt M1T 3K4**  
416-292-2800

*Probation and Aftercare (Children)*  
1391 Harwood Ave. N.  
**Ajax K1S 2C1**  
416-683-0373

*Adult Services*  
28 Main Street N.  
P.O. Box 520  
**Alexandria K0C 1A0**  
613-525-3525

*Champlain Training School*  
Postal Bag 20  
**Alfred K0B 1A0**  
613-679-2218

*Amherstburg Observation Home*  
Pike Road R.R. #1  
**Amherstburg M9V 2Y7**  
519-736-6401

*Adult Services*  
Natural Resources District Building  
Box 97  
**Armstrong P0T 1A0**

*Adult Services*  
251 Edward Street  
K.C.K. Plaza  
**Aurora L49 3M7**  
416-727-3156

*Mental Retardation Facilities*  
**Aurora L4G 3H3**  
416-364-6269

*Adult Services*  
Hastings Centennial Building  
Box 99  
**Bancroft K0L 1C0**  
613-332-3410

*Adult & Children's Services, Area Office*  
70 Collier St. W., 4th & 5th Floors  
**Barrie L4M 4Z2**  
705-737-1311 (Central)  
(Peel, Simcoe and York)

*Probation and Aftercare (Children)*  
114 Worsley Street  
**Barrie L4M 1M1**  
705-726-6461

*Adult Services*  
Opeongo Line 16A, 2nd Fl.  
**Barry's Bay K0J 1B0**  
613-756-3506

*Adult Services*  
*Probation & Aftercare (Children)*  
14 Bridge St. W.  
Box 816, 2nd Floor  
**Belleville K8N 3B5**  
613-962-9562 (Adult)  
613-966-4302 (Probation)

*Hastings County Family and Children's  
Services Observation and Detention Home*  
P.O. Box 186, 311 Front St.  
**Belleville K8N 5A2**  
613-968-6759

*Mental Retardation Facilities*  
*Southwestern Regional Centre*  
 Cedar Springs  
**Blenheim N0P 1A0**  
 519-676-5431

*Adult Services*  
 4 Michigan Avenue  
**Blind River P0R 1B0**  
 705-356-2263

*Pine Ridge Training School and*  
*Probation and Aftercare (Children)*  
 Concession St. E., Box 70  
**Bowmanville L1C 3K8**  
 416-623-2582

*Adult Services*  
*Probation & Aftercare (Children)*  
 3 Dominion Street  
 Provincial Court House  
**Bracebridge P0B 1C0**  
 705-645-2041 (Adult)  
 705-645-4411 (Probation)

*Adult Services*  
*Probation & Aftercare (Children)*  
 20 Nelson St. W.  
 Suites 201 and 203  
**Brampton L6X 2M5**  
 416-453-3181 (Adult)  
 416-456-3430 (Probation)

*Adult Services*  
 7 Charlotte Street  
**Brantford N3T 5W7**  
 519-756-5790

*Probation and Aftercare (Children)*  
 100 Wellington Square  
 City Hall, 2nd Floor  
**Brantford N3T 2M3**  
 519-752-6505

*Adult Services*  
 51 King Street East

**Brockville K6V 6B2**  
 613-345-1200

*Probation and Aftercare (Children)*  
 143 Parkdale Avenue  
**Brockville K6V 6B2**  
 613-342-4033

*Mental Retardation Facilities*  
*St. Lawrence Regional Centre*  
**Brockville K6V 5W7**  
 613-345-1461

*Probation and Aftercare (Children)*  
 440 Elizabeth Street  
**Burlington L7R 2M1**  
 416-639-5371

*Adult Services*  
*Probation and Aftercare (Children)*  
 150 Main Street  
 The Mall, 3rd Floor  
**Cambridge N1R 6P9**  
 519-623-1230  
 (Adult) 519-623-7271 (Probation)

*Adult Services*  
 St. Isidore Road  
 Ontario Hydro Building  
 P.O. Box 309  
**Casselman K0A 1M0**  
 613-764-3115

*Probation and Aftercare (Children)*  
 Munsey Street, Court House  
**Cayuga N0A 1E0**  
 416-772-5303

*Adult Services*  
 14 Young Street  
**Chapleau P0M 1K0**  
 705-864-0429

*Adult Services*  
*Probation & Aftercare (Children)*  
 40 Centre Square

2nd Floor, Box 685  
**Chatham N7M 5W3**  
519-352-5040 (Adult)  
519-352-1115 (Probation)

*Adult Services*  
Victoria College,  
78 University Ave. E.  
**Cobourg K9C 1C9**  
416-372-6155

*Brookside Training School*  
Box 169  
**Cobourg K9A 4K6**  
416-372-5451

*Probation and Aftercare (Children)*  
Brookside School  
390 King St. E., Box 159  
**Cobourg K9A 4K6**  
416-372-6861

*Mental Retardation Facilities*  
D'Arcy Place  
**Cobourg K9A 4L5**  
416-372-3341

*Adult Services*  
171 Fourth Avenue, Box 310  
**Cochrane P0J 1C0**  
705-272-4846

*Adult Services*  
168 Hurontario St., Box 155  
**Collingwood L9Y 3Z5**  
705-445-4461

*Probation and Aftercare (Children)*  
120 Pine Street  
Suite 1, Box 202  
**Collingwood L9Y 3Z5**  
705-445-3110

*Adult Services*  
132 Second St. E., Box 1358  
**Cornwall K6H 5V4**  
613-932-3381

*Adult Services (Family Benefits Unit)*  
4 Montreal Road, 2nd Floor  
**Cornwall K6B 1B1**  
613-932-3381

*Probation and Aftercare (Children)*  
340 Pitt St. P.O. Box 66  
**Cornwall K6M 5R9**  
613-675-4630

*Adult Services*  
*Probation & Aftercare (Children)*  
475 Government Road  
Ontario Government Building  
**Dryden P8N 3B3**  
807-223-2241 (Adult)  
807-223-3321 (Probation)

*Mental Retardation Facilities*  
Adult Occupational Centre  
**Edgar L4M 4W3**  
705-728-6910

*Adult Services*  
9 Ontario Avenue  
Ground Floor, Room 3  
**Elliot Lake P5A 2J9**  
705-848-7153

*Probation and Aftercare (Children)*  
15 Charles Walk  
L & S Building, Box 41  
**Elliot Lake P5A 2J6**  
705-848-3900

*Adult Services*  
Espanola Mall, Highway No. 68  
**Espanola P0P 1C0**  
705-869-1532

*Probation and Aftercare (Children)*  
71 Centre Street, Box 1090  
**Espanola P0P 1C0**  
705-869-2601

### *Adult Services*

338 Scott Street, Box 248  
**Fort Frances P9A 1G9**  
807-274-9846

### *Probation and Aftercare (Children)*

336 Scott Street, Box 248  
**Fort Frances P9A 1G9**  
807-274-3208

### *Adult Services*

### *Probation and Aftercare (Children)*

1405 Main Street, Box 1209  
**Geraldton P0T 1M0**  
807-854-1840

### *Probation and Aftercare (Children)*

The Court House  
**Goderich N7A 1M6**  
519-524-6282

### *Mental Retardation Facilities*

Bluewater Centre  
**Goderich N7A 3Y8**  
519-524-7331

### *Mental Retardation Facilities*

Muskoka Centre  
**Gravenhurst P0C 1G0**  
705-678-2201

### *Adult Services*

15 Yarmouth Street  
**Guelph N1H 4G2**  
519-822-7500

### *Probation and Aftercare (Children)*

25 Victoria Road N.  
Suites 19 and 21  
**Guelph N1E 5G6**  
519-836-1840

### *White Oaks Observation & Detention*

*Home and Children's Psychiatric Hospital*  
Box 1251, White Oaks Village  
**Hagersville N0A 1H0**  
416-768-3377

### *Probation and Aftercare (Children)*

Court House, Box 624  
**Haileybury P0J 1K0**  
705-672-3397

### *Adult Services, Area Office*

100 Main St. E., Century 21,  
39th and 40th Floors  
**Hamilton L8N 3N9**  
416-526-9300  
(Brant, Halton, Hamilton-Wentworth  
and Niagara)

### *Children's Services, Area Office*

499 King St. E.,  
St. John's Place, 2nd Floor  
**Hamilton L8N 1E1**  
416-525-6431  
(Brant, Halton, Hamilton-Wentworth,  
Wellington-Waterloo, Bruce, Dufferin,  
Grey and Niagara)

### *Arrell Observation Home for Children*

1051 Upper James Street  
**Hamilton L9S 3A6**  
416-385-5341

### *Probation and Aftercare (Children)*

499 King St. East  
St. John's Place, 2nd Floor  
**Hamilton L9C 5S3**  
416-525-1765

### *Adult Services*

21 Nelson Street, P.O. Box 188  
**Hawkesbury K6A 1L4**  
613-632-8788

### *Adult Services*

### *Probation and Aftercare (Children)*

1405 Edward St., New Medical Building  
**Hearst P0L 1N0**  
705-362-4238 (Adult)  
705-362-5145 (Probation)

*Adult Services*

68 Front St, Basement  
**Hornepayne P0M 1Z0**  
807-868-2464

*Adult Services*

22 Byng Ave., Box 44  
**Kapuskasing P5N 1Y1**  
705-335-6108

*Probation and Aftercare (Children)*

44 McPherson Ave., Box 295  
**Kapuskasing P5N 2Y4**  
705-335-8267

*Adult Services*

104 Government Rd., P.O. Box 129  
**Keewatin P0X 1C0**  
807-547-2801

*Probation and Aftercare (Children)*

20 Main St. S., 2nd Floor  
**Kenora P9N 2S7**  
807-468-9881

*Adult Services, Regional & Area Office*

*Children's Services, Regional Office*  
1055 Princess St.

**Kingston K7L 7X3**  
613-544-6206 (Adult)  
613-549-6461 (Children)  
(Area covers Frontenac, Hastings,  
Lennox, Addington and Prince Edward)

*Children's Services Division, Area Office*

1055 Princess Street  
Ontario Government Building  
**Kingston K7L 5T3**  
613-549-6470  
(Dundas, Glengarry, Leeds-Grenville,  
Lanark, Ottawa-Carleton, Stormont,  
Renfrew, Prescott-Russell, Frontenac,  
Hastings, Lennox and Addington,  
Prince Edward)

*Probation and Aftercare (Children)*

166 Queen Street  
**Kingston K7K 1B1**  
613-549-2167

*Adult Services*

8 Hudson Bay Avenue, Box 398  
**Kirkland Lake P2N 3J1**  
705-567-3391

*Probation and Aftercare (Children)*

23 Prospect Avenue, Box 232  
**Kirkland Lake P2N 3H7**  
705-567-9396

*Probation and Aftercare (Children)*

1190 King Street East  
**Kitchener N2G 2N4**  
519-744-6571

*Adult Services*

88 Erie Street South  
**Leamington N8H 3B3**  
519-326-2511

*Adult Services Div, Area & Local Office*

322 Kent St. W., P.O. Box 7000

**Lindsay K9V 5E5**

705-324-6128

(Area covers Durham, Haliburton,  
Northumberland, Peterborough and  
Victoria)

*Kawartha Lakes Training School*

Box 4000

**Lindsay K9V 4S9**

705-324-6153

*Probation and Aftercare (Children)*

Kawartha Lakes School  
440 Kent Street West, Box 4000

**Lindsay K9V 4S9**

705-324-6153

*Adult Services Division, Regional & Area Office*

495 Richmond Street

**London N6A 5A9**

519-679-7097 (Region)

519-438-5111 (Area)

(Area covers Elgin, Haldimand-Norfolk, Huron, Middlesex, Oxford and Perth)

*Children's Services Div, Regional & Area Office*

Box 2460, Terminal A

**London N6A 4G6**

519-471-2540

(Area covers Elgin, Essex, Haldimand-Norfolk, Huron, Kent, Lambton, Middlesex, Oxford and Perth)

*Juvenile Detention Centre*

1670 Oxford Street East

**London M3V 3G3**

519-453-7070

*Probation and Aftercare (Children)*

80 Dundas Street, Court House & Registry Office

Terminal "A", Box 5600

**London, N6A 2P3**

519-679-7220

*Mental Retardation Facilities*

C.P.R.I.

**London N6A 4G6**

519-471-2540

*Adult Services*

264 First Street, P.O. Box 398

**Midland L4R 2N8**

705-526-3744

*Probation and Aftercare (Children)*

303 Midland Avenue

**Midland L4R 4N9**

705-526-3715

*Adult Services*

*Probation and Aftercare (Children)*

90 Dundas St. W.,

**Mississauga L5B 1H4**

416-276-7670

*Adult Services*

*Probation and Aftercare (Children)*

P.O. Box 160

**Moosonee P0L 1Y0**

705-336-2984 (Adult)

705-336-2780 (Children)

*Adult Services*

The Old High School, Ottawa Street

**Morrisburg K0C 1X0**

613-543-2811

*Adult Services*

97 Thomas Street East

Council Chamber of County Court House

**Napanee K7R 1K7**

613-354-9447

*Adult Services*

310 Whitewood Avenue, Box 2260

**New Liskeard P0J 1P0**

705-647-7447

*Probation and Aftercare (Children)*

713 Davis Drive

**Newmarket L3Y 2R3**

416-895-1800

*Adult Services*

5017 Victoria Avenue

Core Building, S.W. Basement

**Niagara Falls L2E 4C9**

416-357-0363

*Probation and Aftercare (Children)*

4627 St. Clair Avenue, Box 201

**Niagara Falls L2E 6T3**

416-356-1776

*Adult Services*

222 McIntyre Street, Suite 408  
**North Bay P1B 2Y8**  
705-474-3540

*Probation and Aftercare (Children)*

Northgate Shopping Centre  
Highway 11 and Fisher Street  
**North Bay P1B 2H3**  
705-474-1519

*Adult Services*

345 Lakeshore Road East, Suite 214  
**Oakville L6J 1J5**  
416-844-1221

*Syl-Apps Youth Centre (Training School)*

Box 9100  
**Oakville L6J 5E8**  
416-844-4110

*Adult Services*

*Probation and Aftercare (Children)*

70 First Street  
Professional Building, Suite 102  
**Orangeville L9W 2E5**  
519-941-5101

*Probation and Aftercare (Children)*

460 Main St., Box 309  
**L'Orignal**  
613-675-4630

*Adult Services*

80 Colborne Street West  
**Orillia L3V 2Y6**  
705-325-7408

*Probation and Aftercare (Children)*

41 Frederick Street  
**Orillia L3V 5W6**  
705-325-7408

*Mental Retardation Facilities*

Huron Regional Centre  
**Orillia L3V 6L2**  
705-326-7361

*Adult Services*

11 Simcoe Street North, 2nd Floor  
**Oshawa L1G 4R7**  
416-576-9001

*Probation and Aftercare (Children)*

650 King Street East, Suites 204/206  
**Oshawa L1H 1G5**  
416-723-1119

*Adult Services Division, Area Office*

2197 East Riverside Drive, Pebb  
Building  
**Ottawa K1H 7X3**  
613-737-5520 (Southeast)  
(Renfrew, Dundas, Leeds-Grenville,  
Lanark, Ottawa-Carleton, Glengarry,  
Prescott-Russell and Stormont)

*Juvenile Observation and Detention Home*

1145 Bronson Place  
**Ottawa K1S 4H4**  
613-233-3065

*Probation and Aftercare (Children)*

900 Lady Ellen Place  
**Ottawa K1Z 5L5**  
613-722-3494

*Adult Services*

*Probation and Aftercare (Children)*

945 Third Avenue East  
Suite 30, P.O. Box 697  
**Owen Sound N4K 5R4**  
519-367-1951

*Mental Retardation Facilities*

Midwestern Regional Centre  
**Palmerston N0G 2P0**  
519-343-2015

*Adult Services*

76 Church St., Box 305  
**Parry Sound P2A 1Z1**  
705-746-2717

*Probation and Aftercare (Children)*  
3 Beechwood Drive  
**Parry Sound P2A 1J2**  
705-746-5809

*Adult Services*  
169 William Street, 2nd Floor  
**Pembroke K8A 1N7**  
613-735-1073

*Probation and Aftercare (Children)*  
124 Pembroke Street West, Box 275  
**Pembroke K8A 6X3**  
613-735-0608

*Adult Services*  
P.O. Box 37  
**Perth K7H 3E7**  
613-267-4200

*Adult Services*  
139 George Street North  
**Peterborough K9J 3G6**  
705-742-9292

*Children's Services Division, Area Office*  
263-½ George Street  
**Peterborough K9J 3G6**  
705-743-1624 (Southeast)  
(Durham, Haliburton, Northumberland,  
Peterborough and Victoria)

*Probation and Aftercare (Children)*  
County Court House  
**Peterborough K9H 3M3**  
705-743-4206

*Mental Retardation Facilities*  
Prince Edward Heights  
**Picton K0K 2T0**  
613-476-2105

*Adult Services*  
Ontario Government Building,

Box 827  
**Red Lake P0V 2M0**  
807-727-2174

*Adult Services*  
315 Raglan Street South  
**Renfrew K7V 1R6**  
613-432-4886

*Thistletown Regional Centre*  
51 Panorama Court  
**Rexdale N9V 4L8**  
416-741-1210

*Adult Services*  
1964 Laurier Avenue  
Algonquin College, P.O. Box 49  
**Rockland K0A 3A0**  
613-446-5840

*Adult Services*  
*Probation and Aftercare (Children)*  
110 James Street, Box 176, 5th Floor  
**St. Catharines L2R 6S4**  
416-688-3022 (Adult)  
416-685-4897 (Probation)

*Adult Services*  
306 Talbot Street  
**St. Thomas N5P 1B6**  
519-631-3032

*Probation and Aftercare (Children)*  
145 Curtis Street  
Provincial Court, P.O. Box 277  
**St. Thomas N5P 3T9**  
519-631-3430

*Mental Retardation Facilities*  
St. Thomas Adult Rehabilitation &  
Training Centre  
P.O. Box 2025  
**St. Thomas N5P 3X1**  
519-633-4081

*Adult Services*

177 Russell Street North  
**Sarnia N7T 6R5**  
519-337-3246

*Probation and Aftercare (Children)*

242 Indian Road South, Suite 2065  
**Sarnia N7T 3W4**  
519-337-3757

*Adult Services Division, Regional Office  
Children's Services Division, Regional  
Office*

875 Queen Street East  
**Sault Ste. Marie P6A 2B3**  
705-942-2910

*Adult Services*

123 March Street, Box 68  
**Sault Ste. Marie P6A 5L2**  
705-256-5666

*Observation and Detention Home*

139 Pim Street  
**Sault Ste. Marie P6A 3G9**  
705-256-5987

*Probation and Aftercare (Children)*

23 Great Northern Road, Box 353  
**Sault Ste. Marie P6A 5L8**  
705-949-0551

*Probation and Aftercare (Children)*

1719 Lawrence Avenue East, Suite 204  
**Scarborough M1R 2X7**  
416-751-9042

*Probation and Aftercare (Children)*

450 Kennedy Road  
**Scarborough M1K 2A8**  
416-266-4535

*Adult Services*

101 Union Street, P.O. Box 664  
**Simcoe N4Y 4T2**  
519-426-9350

*Sprucedale Training School*

Box 606  
**Simcoe N3Y 4L8**  
519-426-3561

*Probation and Aftercare (Children)*

Court House, No. 3 Highway East, Box  
605  
**Simcoe N3Y 4N4**  
519-428-0380

*Adult Services*

110 Front Street  
Professional Building, Box 338  
**Sioux Lookout P0V 2T0**  
807-737-3813

*Probation and Aftercare (Children)*

13 Russell Street East  
**Smith Falls K7A 1E7**  
613-283-5663

*Mental Retardation Facilities*

Rideau Regional Centre  
**Smith Falls P0N 1H0**  
613-283-2990

*Adult Services Division, Area Office*

P.O. Box 1720  
**South Porcupine P0N 1H0**  
705-235-3363 (North)  
(Cochrane and Temiskaming)

*Children's Services Division, Area Office*

P.O. Box 3000  
**South Porcupine P0N 1H0**  
705-235-3363 (North)  
(Cochrane and Temiskaming)

*Adult Services*

Highway No. 11, Box 161  
**South River P0A 1X0**  
705-386-2571

*Project D.A.R.E. (Training School)*

Wendigo Lake, Box 2000

**South River P0A 1X0**

705-386-2376

*Adult Services*

380 Hibernia Street, Box 631

**Stratford N5A 6V6**

519-271-1530

*Probation and Aftercare (Children)*

100 Erie Street

**Stratford N5A 2M4**

519-271-5220

*Adult Services*

53A William Street, Drawer 160

**Sturgeon Falls P0H 2G0**

705-736-1611

*Adult Services Division, Area Office*

*Children's Services Division, Area Office*

111 Larch Street, St. Andrews Place, 8th Floor

**Sudbury P3E 4T5**

705-674-7543

(Algoma, Manitoulin, Muskoka, Nipissing, Parry Sound and Sudbury)

*Adult Services*

1760 Regent Street North, 2nd Floor

**Sudbury P3E 3Z8**

705-674-3151

*Adult Services*

127 Cedar Street, P.O. Box 1120

**Sudbury P3B 4S6**

705-674-3151

*Cecil Facer Training School*

Box 850

**Sudbury P3E 4S3**

705-522-1250

*Probation and Aftercare (Children)*

229 Edmund Street

**Sudbury P3E 1M1**

705-675-7582

*Probation and Aftercare (Children)*

82 Ignatius Street

**Sudbury P3C 5G3**

705-674-3151

*Probation and Aftercare (Children)*

260 Cedar Street, Suite 1

**Sudbury P3B 3X2**

705-673-5603

*Adult Services Division, Area Office*

*Children's Services Division, Area Office*

710 Victoria Avenue, Suite 301

**Thunder Bay P7C 5P7**

705-475-1300 (Adult)

705-475-1345 (Children)

(Kenora, Rainy River, Thunder Bay)

*Probation and Aftercare (Children)*

710 Victoria Avenue, 3rd Floor

**Thunder Bay P7C 5P7**

807-475-1485

*Mental Retardation Facilities*

Northwestern Regional Centre

**Thunder Bay P7B 5G5**

705-345-0576

*Probation and Aftercare (Children)*

38 Pine Street, Suite 129

**Timmins P4N 6K6**

705-267-7965

*Adult Services Division, Regional & Area Office*

110 Eglinton Ave. W.

**Toronto M4R 2C9**

416-481-5156 (Region)

416-965-9943 (Central Area)

(Area covers Toronto)

*Adult Services Division*

1911 Eglinton Avenue East

**Toronto M1L 2L7**

416-752-6625 (Northeast)

*Adult Services Division*

110 Eglinton Avenue West, 3rd Floor  
**Toronto M4R 2C9**  
416-362-6111 (Southeast)

*Adult Services Division*

121 Kennedy Avenue, 2nd Floor  
**Toronto M6S 2X8**  
416-763-3631 (Southwest)

*Adult Services Division*

110 Eglinton Avenue West, 4th Floor  
**Toronto M4R 2C9**  
416-487-4392 (Northwest)

*Adult Services, Legal Aid Office  
(Criminal Unit)*

60 Queen Street West  
**Toronto M5H 2M4**  
416-598-0200

*Adult Services, Legal Aid Office (Civil  
Unit)*

204A Richmond Street West, 2nd Floor  
**Toronto M5V 2T7**  
416-965-6579

*Children's Services Div. Regional & Area  
Office*

110 Eglinton Ave. W.

**Toronto M4R 2C9**

416-481-5156 (Region)

416-965-9943 (Central Area)

(Area covers Toronto)

*Observation and Detention Home*

354 George Street

**Toronto M5A 2N3**

416-923-6051

*Probation and Aftercare (Children)*

121 Kennedy Avenue, 3rd Floor

**Toronto M6S 2X8**

416-762-7381

*Probation and Aftercare (Children)*

194 Gerrard Street East, Main Floor

**Toronto M5A 3T4**

416-923-4516

*Probation and Aftercare (Children)*

900 Dufferin Street, Suite 209

**Toronto M5B 2B1**

416-965-5177

*Probation and Aftercare (Children)*

2032 Gerrard Street East

**Toronto M4E 2B1**

416-965-6075

*Probation and Aftercare (Children)*

2265 Keele Street, Suite 1

**Toronto M6M 3Z7**

416-248-3055

*Probation and Aftercare (Children)*

311 Jarvis Street

**Toronto M5B 2C4**

416-963-0664

*Mental Retardation Facilities*

2 Surrey Place Centre

**Toronto M5S 2C2**

416-925-5141

*St. John's Training School (Private  
Training School)*

R.R. No. 2

**Uxbridge L0C 1K0**

416-364-0556

*Adult Services*

*Probation and Aftercare (Children)*

1 Victoria Street North

**Walkerton N0G 2V0**

519-881-0977

*Adult Services Division, Area Office*  
 75 King Street South, Waterloo Square,  
 5th Floor  
**Waterloo N2J 1P2**  
 519-886-4700  
 (Bruce, Dufferin, Grey and Wellington-  
 Waterloo)

*Mental Retardation Facilities*  
 Oxford Regional Centre  
**Woodstock N4S 7X9**  
 519-539-1251

*Adult Services*  
 54 Broadway Street, Suite 4  
**Wawa P0S 1K0**  
 705-856-2303

*Adult Services*  
 226 Davidson Street  
**Welland L3B 4A4**  
 416-735-6510

*Mental Retardation Facilities*  
 Durham Regional Centre for the  
 Developmentally Handicapped  
**Whitby L1N 5S9**  
 416-668-7745

*Adult Services Division, Area Office*  
 250 Windsor Avenue  
 Ontario Government Building  
**Windsor N9A 6V9**  
 519-254-1651  
 (Essex, Kent and Lambton)

*Probation and Aftercare (Children)*  
 250 Windsor Avenue  
 Ontario Government Building, 2nd  
 Floor  
**Windsor N9A 6V9**  
 519-252-2759

*Adult Services*  
 199 Josephine Street, Box 510  
**Wingham N0G 2W0**  
 519-357-3370

*Probation and Aftercare (Children)*  
 514 Princess Street  
**Woodstock N4S 4G8**  
 519-539-4803

**MINISTRY OF CONSUMER &  
COMMERCIAL RELATIONS**

705-737-2111  
(Simcoe, Muskoka)

**Land Registry Offices** (These serve both  
as Land Registry Offices and Personal  
Property Security Registration Offices.  
\*indicates LRO only. \*\*indicates PPSR  
only.)

*Land Registry Office*  
280 Pinnacle St.  
**Belleville K8N 3B1**  
613-968-8261, 4597  
(Hastings)

**Credit Unions Br**  
**Cemeteries Br**  
**Ontario Rent Review**  
**Consumer Services Bureaux**  
**Elevating Devices Br**  
**Pressure Vessels Br**  
**Upholstered & Stuffed Articles Br**

*Land Registry Office\**  
P.O. Box 178  
108 Liberty St. N.  
**Bowmanville L1C 3K9**  
416-623-3751  
(Newcastle)

*Land Registry Office\**  
Box 668, 63 Kenyon St. W.  
**Alexandria K0C 1A0**  
613-525-1315  
(Glengarry)

*Land Registry Office*  
P.O. Box 1049  
15 Dominion St.  
**Bracebridge P0B 1C0**  
705-645-4415  
(Muskoka)

*Land Registry Office\**  
125 Brougham St.  
P.O. Box 1180  
**Almonte K0A 1A0**  
613-256-1577  
(Lanark North)

*Land Registry Office*  
7765 Hurontario St.  
P.O. Box 1200  
**Brampton L6V 2L8**  
416-453-1272  
(Peel)

*Land Registry Office\**  
P.O. Box 389  
**Arthur N0G 1A0**  
519-848-2300  
(Wellington North)

*Land Registry Office*  
80 Wellington St.  
**Brantford N3T 2L9**  
519-752-5571  
(Brant)

*Land Registry Office*  
Court House  
114 Worsley St.  
**Barrie L4M 1M1**  
705-728-1221  
(Simcoe)

*Land Registry Office*  
Williams St. P.O. Box 146  
**Brockville K6C 5V2**  
613-345-5751  
(Leeds)

**Ontario Rent Review**  
110 Dunlop St. E.  
**Barrie L4M 1A5**

*Land Registry Office\**  
150 Main St. (The Mall)  
**Cambridge N1R 1W4**  
519-653-5778  
(Waterloo South)

*Land Registry Office*  
P.O. Box 310  
**Cayuga N0A 1E0**  
416-772-3340  
(Haldimand)

*Land Registry Office*  
William St. N., P.O. Box 1134  
**Chatham N7M 5L8**  
519-352-5520  
(Kent)

*Land Registry Office*  
P.O. Box 668  
Hwy 2 West of Burnham St.  
**Cobourg K9A 4R5**  
416-372-3813  
(Northumberland)

*Land Registry Office*  
149 4th Ave. Box 580  
**Cochrane P0L 1C0**  
705-272-5896, 4025  
(Cochrane)

*Land Registry Office*  
51 King St. E.  
P.O. Box 339  
**Colborne K0K 1S0**  
416-355-2338  
(Northumberland East)

*Land Registry Office*  
127 Sydney St.  
P.O. Box 1268  
**Cornwall K6J 3P2**  
613-932-4522  
(Stormont)

*Land Registry Office*  
16 Lambton St. E.  
P.O. Box 10  
**Durham N0G 1R0**  
519-369-2642  
(Grey South)

*Ontario Rent Review*  
56 Aberfoyle Cres., 4th Fl.  
**Etobicoke M8X 2W4**  
416-236-2681  
(Etobicoke, York)

*Land Registry Office*  
353 Church St.  
P.O. Box 398  
**Fort Frances P9A 3M7**  
807-274-5451  
(Rainy River)

*Land Registry Office\**  
178 McKellar St.  
P.O. Drawer 9  
**Glencoe N0L 1M0**  
519-287-2511  
(Middlesex West)

*Land Registry Office*  
38 North St.  
**Goderich N7A 2T4**  
519-524-9562  
(Huron)

*Land Registry Office*  
Phipps St.  
**Gore Bay P0P 1H0**  
705-282-2461, 2442  
(Manitoulin)

*Land Registry Office*  
P.O. Box 905  
21 Douglas St.  
**Guelph N1H 2S7**  
519-822-0251  
(Wellington)

*Land Registry Office*  
375 Main St.  
P.O. Box 159  
**Haileybury P0J 1K0**  
705-672-3332  
(Timiskaming)

*Land Registry Office*

50 Main St.

**Hamilton L8N 1E9**

416-522-3556, 4598

(Hamilton-Wentworth)

*Consumer Services*

*Cemeteries Br.*

*Credit Unions Br.*

143 Main St. E., Rm 206

**Hamilton L8N 1G4**

416-529-8177

(Hamilton-Wentworth)

*Elevating Devices Br.*

*Pressure Vessels Br.*

55 Hess St., 21st Fl

**Hamilton L8P 4R8**

416-527-4031

*Ontario Rent Review*

55 Hess St., 21st Fl.

**Hamilton L8P 4R8**

416-528-8701

(Hamilton-Wentworth, Halton,  
Haldimand-Norfolk, Brant)

*Land Registry Office*

P.O. Box 350

220 Main St. S.

**Kenora P9N 1T2**

807-468-3138

(Kenora)

*Land Registry Office*

Court St.

**Kingston K7L 2N4**

613-548-8322

(Frontenac)

*Elevating Devices Br.*

*Upholstered and Stuffed Articles Br.*

*Elevating Devices Br.*

Provincial Government Building

1055 Princess St.

**Kingston K7L 1H3**

613-549-2600

*Ontario Rent Review*

74 Brock St., 2nd Fl.

**Kingston K7L 1R9**

613-549-4426

(Frontenac, Lennox & Addington,  
Leeds & Grenville, Lanark County  
west of Hwy 29, excluding Carleton  
Place, Smiths Falls, Hastings,  
Prince Edward)

*Land Registry Office*

200 Frederick St., 3rd Fl

**Kitchener N2G 3W9**

519-576-2370

(Waterloo)

*Credit Unions Br*

251 King St. W.

**Kitchener N2G 1B5**

519-743-6723

*Elevating Devices Br.*

*Pressure Vessels Br.*

824 King St. W.

**Kitchener N2G 1G1**

519-744-7308

*Ontario Rent Review*

30 Duke St. W.

**Kitchener N2H 3W5**

519-579-5790

(Waterloo, Wellington,  
Dufferin)

*Land Registry Office*

28 Francis St

P.O. Box 430

**Lindsay K9V 4S5**

705-324-4912

(Victoria)

*Consumer Services*

*Cemeteries Br.*

*Credit Unions Br.*

*Elevating Devices Br.*

*Pressure Vessels Br.*

*Upholstered & Stuffed Articles Br.*

Middlesex County Court House

80 Dundas St. E.

Box 5600 Terminal A

**London N6A 2P3**

519-679-7150

*Land Registry Office*

Middlesex County Court House

80 Dundas St. E.

Box 5600 Terminal A

**London N6A 2P3**

519-679-7185, 7180

(Middlesex)

*Ontario Rent Review*

80 Dundas St. E.

**London N6A 2P3**

519-673-1660

(Middlesex, Oxford, Elgin,  
Lambton, Perth, Huron)

*Land Registry Office*

491 Steeles Ave. E.

**Milton L9T 1Y7**

820-878-1882, 7287

(Halton)

*Land Registry Office\**

P.O. Box 270

**Minden K0M 2K0**

705-286-1391

(Haliburton)

*Ontario Rent Review*

1310 Dundas St. E.

**Mississauga L4Y 2C1**

416-270-3280

(Peel)

*Land Registry Office\**

Fifth St.

Box 717

**Morrisburg K0C 1X0**

613-543-2583

(Dundas)

*Land Registry Office*

P.O. Box 459

87 Thomas St.

**Napanee K0K 2R0**

613-354-3751

(Lennox)

*Land Registry Office\**

134 Main St.

**Newmarket L3Y 4W3**

416-895-9801

(York North)

*Land Registry Office*

514 Main St. W.

**North Bay P1B 2V4**

705-474-2270

(Nipissing)

*Ontario Rent Review*

215 Oak St. E.

**North Bay P1B 8P8**

705-476-1231

(Nipissing, Parry Sound)

*Land Registry Office*

75 First St.

**Orangeville L9W 2E7**

519-941-1481

(Dufferin)

*Land Registry Office*

P.O. Box 302

**L'Orignal K0B 1K0**

613-675-4648, 4826

(Prescott)

*Land Registry Office*

67 Nicholas St

**Ottawa K1N 7B9**

613-238-1956

(Carleton)

*Land Registry Office\**

Court House

2 Daly Ave.

**Ottawa K1N 6E2**

613-232-3791

(Carleton)

*Consumer Services Bureau*

*Cemeteries Br.*

*Credit Unions Br.*

1673 Carling Ave.

**Ottawa K2A 1C4**

613-725-3679

*Pressure Vessels*

*Elevating Devices*

2197 East Riverside Dr.

**Ottawa K1H 7X3**

613-731-2556

*Ontario Rent Review*

265 Carling Ave., 4th Fl.

**Ottawa K1S 2E1**

613-238-5055

(Ottawa-Carleton, Lanark County  
east of Hwy 29 including Carleton  
Place and Smiths Falls)

*Land Registry Office*

595-9th Ave. E.

**Owen Sound N4K 3E3**

519-376-1637

(Grey North)

*Ontario Rent Review*

896 3rd Ave. E., 2nd Fl.

**Owen Sound N4K 2K5**

519-376-3202

(Grey, Bruce)

*Land Registry Office*

P.O. Box 276

**Parry Sound P2A 2X4**

705-746-5816

(Parry Sound)

*Land Registry Office*

283 Pembroke St. E.

P.O. Box 6

**Pembroke K8A 3K2**

613-732-8331

(Renfrew)

*Land Registry Office*

P.O. Box 278

10 Sunset Blvd.

**Perth K8H 3M3**

613-267-1144

(Lanark South)

*Land Registry Office*

470 Water St.

**Peterborough K9H 3M3**

705-745-0583 Ext 44

(Peterborough)

*Consumer Services*

*Credit Unions Br*

139 George St. N.

**Peterborough K9J 3G6**

824-743-8728

*Ontario Rent Review*

340 George St. N.

**Peterborough K9H 7E8**

705-743-9511

(Peterborough, Northumberland,  
Victoria, Haliburton)

*Land Registry Office*

1 Pitt St.

P.O. Box 1310

**Picton K0K 2T0**

613-476-3219

(Prince Edward)

*Land Registry Office\**

17 Mill St. N.

P.O. Box 122  
**Port Hope L1A 3W3**  
 416-885-5616  
 (Port Hope)

*Land Registry Office\**  
 Centre St.  
 P.O. Box 1660  
**Prescott K0E 1T0**  
 613-925-3177  
 (Grenville)

*Land Registry Office\**  
 P.O. Box 10  
**Russell K0A 3B0**  
 613-445-2188  
 (Russell)

*Pressure Vessels Br*  
 700 North Christina St  
**Sarnia N7V 3C2**  
 519-337-2254

*Land Registry Office*  
 700 North Christina St.  
**Sarnia N7V 3C2**  
 519-337-3265 Ext 40  
 (Lambton)

*Land Registry Office*  
 P.O. Box 550  
 Elgin and Queen Streets  
**Sault Ste. Marie P6A 5M8**  
 705-253-1126  
 (Algoma)

*Consumer Services Bureau*  
 444 Queen St. E.  
**Sault Ste. Marie P6A 1Z7**  
 705-949-0332

*Ontario Rent Review*  
 2100 Ellesmere Rd. E.  
**Scarborough M1H 3B7**  
 416-438-3452  
 (Scarborough, Durham)

*Land Registry Office*  
 The Court House  
 Highway #3  
**Simcoe N3Y 4K8**  
 519-426-2216  
 (Norfolk)

*Land Registry Office*  
 P.O. Box 126  
 43 Church St., 5th Fl  
**St. Catharines L2R 6R4**  
 416-682-9291  
 (Niagara North)

*Ontario Rent Review*  
 80 King St., 4th Fl  
**St. Catharines L2R 7G1**  
 416-684-6562

*Land Registry Office*  
 P.O. Box 902  
 York St. W.  
**Stratford N5A 6A6**  
 519-271-3343

*Land Registry Office*  
 P.O. Box 4  
 Wellington St.  
**St. Thomas N5P 3T9**  
 519-631-3015  
 (Elgin)

*Land Registry Office*  
 P.O. Box 1240  
 135 Elm St. W.  
**Sudbury P3E 4S7**  
 705-674-3151 Ext. 244, 245, 246  
 (Sudbury)

*Consumer Services Bureau*  
*Credit Unions Br*  
 295 Bond St.  
**Sudbury P3B 2J7**  
 705-675-8878

*Elevating Devices Br*  
1538 LaSalle Blvd  
**Sudbury P3A 1Z7**  
705-566-3071

*Ontario Rent Review*  
45 Elm St. E., 4th Fl  
**Sudbury P3C 1S3**  
705-673-7173  
(Sudbury, Manitoulin, Algoma)

*Land Registry Office*  
29 Royston, Postal Stn P  
**Thunder Bay P7A 4Y7**  
807-475-1235  
(Thunder Bay)

*Consumer Services Bureau*  
*Credit Unions Br.*  
*Elevating Devices Br.*  
*Pressure Vessels Br.*  
Ontario Government Building  
435 James St. S.  
**Thunder Bay 'F' P7E 6E3**  
807-475-1600

*Ontario Rent Review*  
Ontario Government Building  
435 James St. S.  
**Thunder Bay 'F' P7E 6E3**  
807-475-1595  
(Thunder Bay, Kenora, Rainy River)

*Ontario Rent Review*  
273 Third Ave., 2nd Fl  
**Timmins P4N 1E2**  
705-264-9555  
(Cochrane, Timiskaming)

*Land Registry Office\**  
100 Queen St. W.  
**Toronto M5N 3N1**  
416-965-7588  
(Toronto Boroughs & York South)  
416-965-7553  
(Toronto City)

416-925-5248  
(Toronto, York)

*PPSR Registry Office\*\**  
2nd Floor, 543 Yonge St  
**Toronto M7A 2J8**  
416-963-0461  
(Toronto)

*Consumer Services Bureau*  
555 Yonge St., 8th Fl  
**Toronto M7A 2H6**  
416-963-0321

*Ontario Rent Review*  
77 Bloor St. W., 2nd Fl  
**Toronto M5S 1M2**  
416-964-8281  
(Toronto)

*Ontario Rent Review*  
1880 O'Connor Dr., 2nd Fl  
**Toronto M4A 1W9**  
416-752-0683  
(East York)

*Land Registry Office*  
203 Cayley St.  
P.O. Box 160  
**Walkerton N0G 2V0**  
519-881-2251  
(Bruce)

*Land Registry Office*  
20 Cross St. N.  
P.O. Box 730  
**Welland L3B 3G1**  
416-735-4011  
(Niagara South)

*Land Registry Office*  
400 Centre St. S.  
**Whitby L1N 4W2**  
416-668-6811

*Ontario Rent Review*  
45 Sheppard Ave. E.  
**Willowdale M2N 2Z8**  
416-226-6303  
(North York, York)

*Land Registry Office*  
250 Windsor Ave., 3rd Fl  
**Windsor N9A 6V9**  
519-254-1813  
(Essex)

*Consumer Services Bureau*  
*Credit Unions Br.*  
*Elevating Devices Br.*  
*Pressure Vessels Br.*  
250 Windsor Ave., 6th Fl  
**Windsor N9A 6V9**  
519-254-6413

*Ontario Rent Review*  
251 Goyeau St., 6th Fl.  
**Windsor N9A 6V2**  
519-253-3532  
(Essex, Kent)

*Land Registry Office*  
75 Graham St.  
P.O. Box 246  
**Woodstock N4S 6T8**  
519-537-6286, 6287  
(Oxford)

**MINISTRY OF CORRECTIONAL  
SERVICES**

**Probation and Parole  
Institutional Programs  
Correctional Institutions  
(Jails and Detention Centres,  
Adult Training Centres,  
Correctional Centres)**

*Probation and Parole Area Office*  
1391 Harwood Avenue North  
**Ajax L1S 2C1**  
416-683-0373  
(Durham)

*Probation and Parole Area Office*  
114 Worsley Street  
**Barrie L4M 1M1**  
705-726-6461  
(Simcoe)

*Barrie Jail*  
87 Mulcaster Street, P.O. Box 224  
**Barrie L4M 4T2**  
705-728-3933

*Probation and Parole*  
180 Front Street, Box 1045  
**Belleville K8N 5B6**  
613-968-5737-8  
(Hastings/Prince Edward)

*Probation and Parole*  
Court House, Box 63  
**Bracebridge P0B 1C0**  
705-645-4411-2  
(Muskoka)

*Brampton Adult Training Centre*  
Queen Street West, P.O. Box 1010  
**Brampton L6V 2M1**  
416-451-5580

*Ontario Correctional Institute*  
109 McLaughlin Road South

P.O. Box 1888  
**Brampton L6V 2P1**  
416-457-7050

*Probation and Parole Area Office*  
85 Kennedy Road South  
Kennedy Centre, Suite 2  
**Brampton L6W 3G1**  
416-457-1690  
(Peel)

*Probation and Parole  
Ontario Correctional Institute*  
109 McLaughlin Road South  
**Brampton L6V 2P1**  
416-457-7050  
(Peel)

*Vanier Centre for Women*  
100 McLaughlin Road South  
P.O. Box 1150  
**Brampton L6V 2M5**  
416-459-9100

*Brantford Jail*  
105 Market Street, P.O. Box 377  
**Brantford N3T 5N9**  
519-752-5459

*Burtch Correctional Centre*  
R.R. # 1 Mount Pleasant  
P.O. Box 940  
**Brantford N3T 5S6**  
519-484-2421

*Probation and Parole*  
City Hall, 2nd Floor  
100 Wellington Square  
**Brantford N3T 2M3**  
519-752-6505-6-7  
(Brant)

*Probation and Parole*  
143 Parkdale Avenue  
**Brockville K6V 6B2**  
613-342-4033  
(Leeds and Grenville)

*Brockville Jail*  
Court House Square  
P.O. Box 285  
**Brockville K6V 5V5**  
613-342-1456

*Probation and Parole*  
440 Elizabeth Street  
**Burlington L7R 2M1**  
416-637-3457-8  
(Halton)

*Rideau Correctional Centre/  
Adult Training Centre*  
County Road 2, P.O. Box 100  
**Burritt's Rapids K0G 1B0**  
613-269-4748

*Institutional Programs Regional Office*  
101B Holiday Inn Drive  
**Cambridge (Hespeler) N3C 1Z3**  
519-658-5105

*Probation and Parole*  
12½ Water Street, Box 951  
**Cambridge N1R 3C5**  
519-621-5760  
(Waterloo)

*Probation and Parole Regional Office*  
101B Holiday Inn Drive  
**Cambridge (Hespeler) N1R 1Z3**  
519-658-5101, Ext. 41

*Waterloo Detention Centre*  
182 Hespeler Road  
P.O. Box 307  
**Cambridge (Galt) N1R 5V2**  
519-621-9710

*Probation and Parole*  
Federal Building  
Birch & Lorne Streets  
Box 419  
**Chapleau P0M 1K0**  
705-864-1230  
(Sudbury)

*Chatham Jail*  
17 Seventh Street  
**Chatham N7M 4J9**  
519-352-0150

*Probation and Parole*  
93 Centre Street  
**Chatham N7M 4W3**  
519-352-1243-1280  
(Kent)

*Cobourg Jail*  
77 Albert Street  
**Cobourg K9A 2P9**  
416-372-2125

*Probation and Parole*  
District Court House  
P.O. Box 1119  
**Cochrane P0L 1C0**  
705-272-4348  
(Cochrane)

*Probation and Parole*  
120 Pine Street, Suite 1  
P.O. Box 202  
**Collingwood L9Y 3Z5**  
705-445-3110-19  
(Simcoe)

*Cornwall Jail*  
7 Water Street West  
P.O. Box 1418  
**Cornwall K6H 5V5**  
613-932-5720

*Probation and Parole*  
340 Pitt Street, 4th Floor  
Box 66  
**Cornwall K6H 5R9**  
613-933-6335-6  
(Stormont, Dundas & Glengarry)

*Probation and Parole Area Office*  
1111 Finch Ave. West  
Suite 454  
**Downsview M3J 2E5**  
416-635-9480  
(Toronto West)

*Probation and Parole*  
Ontario Government Building  
2nd Floor, Government Road  
**Dryden P8N 3B3**  
807-223-3321-2-3  
(Kenora)

*Probation and Parole*  
L & S Building, Box 41  
**Elliot Lake P5A 2J6**  
705-848-7091  
(Algoma)

*Probation and Parole*  
71 Centre Street  
**Espanola P0P 1C0**  
705-869-2882  
(Sudbury)

*Fort Frances Jail*  
310 Nelson Street  
P.O. Box 189  
**Fort Frances P9A 3M6**  
807-274-7708

*Probation and Parole*  
340 Scott Street  
**Fort Frances P9A 1G9**  
807-274-3671  
(Rainy River)

*Probation and Parole*  
1405 Main Street  
P.O. Box 1119  
**Geraldton P0T 1M0**  
807-854-1774  
(Thunder Bay)

*Probation and Parole*  
Court House  
**Goderich N7A 1M2**  
519-524-6282  
(Huron)

*Guelph Correctional Centre*  
785 York Road  
P.O. Box 3600  
**Guelph N1H 6P3**  
519-822-0020

*Guelph Jail*  
72-74 Woolwich Street  
P.O. Box 1117  
**Guelph N1H 6N3**  
519-836-2650

*Probation and Parole*  
25 Victoria Road North  
Suites 19 & 21  
**Guelph N1E 5G6**  
519-836-2600  
(Wellington & Dufferin)

*Wellington Detention Centre*  
588 Stone Road East  
P.O. Box 870  
**Guelph N1H 6M6**  
519-822-1782

*Probation and Parole*  
District Court House  
Box 624  
**Haileybury P0J 1K0**  
705-672-3397  
(Timiskaming)

*Haileybury Jail*  
407 Main Street  
P.O. Box 578  
**Haileybury P0J 1K0**  
705-672-3701

*Hamilton-Wentworth Detention Centre*  
65 Barton Street East  
**Hamilton L8L 2W6**  
416-523-8800

*Probation and Parole*  
135 Main Street West  
6th Floor, I.B.M. Building  
**Hamilton L8P 1H1**  
416-523-5540  
(Wentworth)

*Camp Hillsdale*  
**Hillsdale L0L 1V0**  
705-835-2004  
Parent institution - Barrie Jail)

*Probation and Parole*  
Court House  
Main Street, P.O. Box 1612  
**Huntsville P0A 1K0**  
705-789-5721  
(Muskoka)

*Institutional Programs Regional Office*  
*Probation and Parole Regional Office*  
Provincial Bank Bldg.  
2 Dunbloor Road, Suite 312  
**Kingston M9A 2E4**  
416-248-3901

*Probation and Parole*  
5233 Dundas Street West  
3rd Floor  
**Kingston M9B 1A6**  
416-233-1197-8  
(Toronto West)

*Probation and Parole*  
Box 295, 44 McPherson Avenue  
**Kapuskasing P5N 2Y4**  
705-335-6116  
(Cochrane)

*Kenora Jail*  
1430 River Street  
**Kenora P9N 1K5**  
807-468-3168

*Probation and Parole Area Office*  
136 Main Street South  
2nd Floor  
**Kenora P9N 1S9**  
807-468-3348-9  
(Kenora)

*Probation and Parole*  
Room 113, Court House  
216 Water Street  
**Kenora P9N 1S4**  
807-468-6429, 6420  
(Kenora)

*Institutional Programs Regional Office*  
1055 Princess Street  
Suite 106  
**Kingston K7L 1H3**  
613-544-0813

*Probation and Parole Regional Office*  
1055 Princess Street  
Suite 404  
**Kingston K7L 1H3**  
613-544-0813

*Probation and Parole*  
162 Division Street  
**Kingston K7L 3M6**  
613-546-2671-2  
(Frontenac)

*Probation and Parole*  
23 Prospect Avenue, Room 12  
Box 232  
**Kirkland Lake P2N 3H7**  
705-567-9396  
(Timiskaming)

*Probation and Parole Area Office*  
450 Frederick Street, 3rd Floor

**Kitchener N2H 2P5**  
519-576-1800, 1900-1  
(Waterloo)

*Lindsay Jail*  
50 Victoria Avenue North  
**Lindsay K9V 4G3**  
705-324-3792

*Probation and Parole*  
County Court House  
**Lindsay K9V 3R9**  
705-324-5621  
(Victoria and Haliburton)

*Camp Dufferin*  
R.R. #2  
**Lisle L0M 1M0**  
(Parent Institution - Guelph  
Correctional Centre)  
519-424-1520

*Elgin-Middlesex Detention Centre*  
711 Exeter Road  
P.O. Box 65, Station B  
**London N6E 1L3**  
519-686-1922

*Probation and Parole Area Office*  
80 Dundas Street, 1st Floor  
Box 5600, Terminal A  
**London N6A 2P3**  
519-679-7120  
(Middlesex, London Centre)

*Probation and Parole*  
1730 Dundas Street, 2nd Floor  
**London N5W 3E2**  
519-452-3650-1  
(Middlesex, London East)

*Midland Centre*  
303 Midland Avenue, Ground Floor  
**Midland L4R 4N9**  
705-526-3715-6  
(Simcoe)

*Millbrook Correctional Centre*  
King Street West  
P.O. Box 300  
**Millbrook L0A 1G0**  
705-932-2624

*Probation and Parole*  
Maplehurst Complex  
P.O. Box 10, 661 Martin Street  
**Milton L9T 2Y3**  
416-878-8141  
(Halton)

*Maplehurst Correctional Centre*  
*Adult Training Centre*  
661 Martin Street  
P.O. Box 10  
**MILTON L9T 2Y3**  
416-878-8141

*Probation and Parole*  
55 Ontario Street, Milton Mall  
2nd Floor  
**Milton L9T 2T2**  
416-878-7259  
(Halton)

*Probation and Parole*  
470 Hensall Circle, 2nd Floor  
**Mississauga L5A 3V4**  
416-276-2117-8  
(Peel)

*Monteith Correctional Centre/*  
*Adult Training Centre*  
Junction Highways 11 & 577  
P.O. Box 90  
**Monteith P0K 1P0**  
Val Gagne 2521

*Monteith Jail*  
Junction Highways 11 & 577  
P.O. Box 90  
**Monteith P0K 1P0**  
Val Gagne 2521

*Probation and Parole*  
41 Dundas Street West  
**Napanee K7R 1Z5**  
613-354-3200  
(Lennox and Addington)

*Quinte Detention Centre*  
89 Richmond Boulevard  
**Napanee K7R 3S1**  
613-354-2171

*Probation and Parole*  
713 Davis Drive, Suite 202  
**Newmarket L3Y 2R3**  
416-895-1900-1  
(York)

*Probation and Parole*  
4627 St. Clair Avenue  
P.O. Box 201  
**Niagara Falls L2E 6T3**  
416-356-1507  
(Niagara)

*North Bay Jail*  
2250 Trout Lake Road  
P.O. Box 354  
**North Bay P1B 8H5**  
705-472-8115

*Probation and Parole Area Office*  
356 Plouffe Street  
**North Bay P1B 4G1**  
705-474-4170  
(Nipissing)

*Probation and Parole*  
299 Randall Street, Suite 209  
**Oakville L6J 6B4**  
416-845-8571  
(Halton)

*L'Orignal Jail*  
Queen Street

*Probation and Parole*  
Counties Building  
Main Street, Box 309  
**L'Orignal K0B 1K0**  
613-675-4630  
(Prescott & Russell)

*Probation and Parole*  
19 Front Street North  
**Orillia L3V 4L6**  
705-325-9508-9  
(Simcoe)

*Probation and Parole*  
King-Bond Plaza  
650 King Street East  
Suite 207  
**Oshawa L1H 1G5**  
416-579-6500  
(Durham)

*Ottawa-Carleton Detention Centre*  
2244 Innes Road  
**Ottawa K1B 4C4**  
613-824-6080

*Probation and Parole*  
251 Bank Street, 2nd Floor  
Suite 200  
**Ottawa K2P 1X3**  
613-237-2034  
(Ottawa-Carleton)

*Owen Sound Jail*  
1235 Third Avenue East  
P.O. Box 517  
**Owen Sound N4K 5R1**  
519-376-0435

*Probation and Parole*  
1131 Second Avenue E.  
Suite 105  
**Owen Sound N4K 2J1**  
519-376-2236

*Parry Sound Jail*  
91-A James Street  
P.O. Box 166  
**Parry Sound P2A 2X3**  
705-746-5631

*Probation and Parole*  
3 Beechwood Drive  
**Parry Sound P2A 1Z1**  
705-746-5809  
(Parry Sound)

*Pembroke Jail*  
297 Pembroke Street East  
**Pembroke K8A 3K2**  
613-735-0647

*Probation and Parole*  
P.O. Box 275  
124 Pembroke Street West  
**Pembroke K8A 6X3**  
613-735-0608  
(Renfrew)

*Perth Jail*  
62 Beckwith Street  
P.O. Box 144  
**Perth K7H 3E3**  
613-267-4303

*Peterborough Jail*  
Sheridan & Brock Streets  
P.O. Box 1480  
**Peterborough K9J 7H7**  
705-743-7331

*Probation and Parole*  
306 George Street North  
Top Floor  
**Peterborough K9J 3H2**  
705-743-2661-2-3-8  
(Peterborough)

*Probation and Parole*  
230 Walton Street  
**Port Hope L1A 1P2**  
416-885-4581-2  
(Northumberland)

*Metropolitan Toronto West  
Detention Centre*  
111 Disco Road (Etobicoke M9W 1M3)  
P.O. Box 4960  
**Rexdale M9W 5L6**  
416-675-1806

*Probation and Parole*  
23 Westmore Drive  
Suite 112  
**Rexdale M9V 3Y7**  
416-745-4960  
(Toronto North)

*Probation and Parole*  
Elgin Centre  
10720 Yonge Street  
Suite 220  
**Richmond Hill L4C 3C9**  
416-883-1297-8  
(York)

*Probation and Parole*  
39 Queen Street, 2nd Floor  
Box 907  
**St. Catharines L2R 6Z4**  
416-685-1318  
(Niagara)

*Probation and Parole*  
145 Curtis Street  
**St. Thomas N5P 3Z7**  
519-631-3430-1  
(Elgin)

*Probation and Parole*  
700 N. Christina St.  
Box 3021

*Sarnia Jail*

700 North Christina Street

**Sarnia N7V 3C2**

519-337-3261

*Probation and Parole*

Elgin Hall

75 Elgin Street, 2nd Floor

Box 116

**Sault Ste. Marie P6A 5L2**

705-253-1182

(Algoma)

*Sault Ste. Marie Jail*

145 McNabb Street

P.O. Box 415

**Sault Ste. Marie P6A 5M1**

705-254-8617

*Metropolitan Toronto East**Detention Centre*

55 Civic Road

**Scarborough M1L 2K9**

416-752-8430

*Probation and Parole Area Office*

3148 Kingston Road

Suite 206

**Scarborough M1M 1P4**

416-266-7774

(Scarborough)

*Probation and Parole*

3148 Kingston Road

Suite 201

**Scarborough M1M 1P4**

416-266-7771

(Scarborough)

*Probation and Parole*

773 Warden Avenue, Unit 5

**Scarborough M1L 4C2**

416-751-2138

(Scarborough)

*Probation and Parole*

1719 Lawrence Ave. East

Suite 203

**Scarborough M1R 2X7**

416-755-3366

(Scarborough)

*Probation and Parole*

7 Kent Street South

Suite 1

**Simcoe N3Y 2X7**

519-426-4250-1

(Norfolk/Haldimand)

*Probation and Parole*

13 Russell Street East

**Smiths Falls K7A 1E7**

613-283-5663-5

(Lanark)

*Probation and Parole*

100 Erie Street

**Stratford N5A 2M4**

519-271-5220

(Perth)

*Stratford Jail*

30 St. Andrew Street

**Stratford N5A 1A3**

705-271-2180

*Institutional Programs Regional Office**Probation and Parole Regional Office*

229 Edmund Street

**Sudbury P3E 1M1**

705-675-7582

*Probation and Parole Area Office*

84 Ignatius Street

**Sudbury P3C 5G3**

705-674-3151, Ext. 233

(Sudbury)

*Sudbury Jail*

*Niagara Detention Centre*  
Highway 58  
P.O. Box 1050  
**Thorold L2V 4A6**  
416-277-6321

*Thunder Bay Jail*  
285 McDougall Street  
P.O. Box 2806, Station P  
**Thunder Bay**  
807-345-7364

*Probation and Parole*  
107 Johnson Avenue, 2nd Floor  
**Thunder Bay P7B 2V9**  
807-344-5816  
(Thunder Bay)

*Thunder Bay Correctional Centre/  
Adult Training Centre*  
Highway 61 South  
P.O. Box 1900, Station F  
**Thunder Bay P7C 4Y4**  
807-577-8401

*Probation and Parole Area Office*  
101 Mall, Suite 122  
38 Pine Street North  
**Timmins P4N 6K6**  
705-264-5218  
(Cochrane)

*Mimico Correctional Centre*  
130 Horner Avenue  
P.O. Box 75  
**Toronto M8V 3S9**  
416-255-0131

*Probation and Parole Area Office*  
1240 Bay Street  
6th Floor, Suite 506  
**Toronto M5R 2A7**  
416-965-6434  
(Toronto Central)

*Probation and Parole*  
800 Dufferin Street  
Dufferin Mall, Suite 207  
**Toronto M6H 4B1**  
416-965-5026  
(Toronto Central)

*Probation and Parole*  
Old City Hall, Room 321  
60 Queen Street West  
**Toronto M5H 2M4**  
416-965-6527  
(Toronto Central)

*Probation and Parole Area Office*  
411A Parliament Street  
Suite 2  
**Toronto M5A 3A1**  
416-965-0420-1  
416-965-1869-A.M.  
(Toronto East)

*Probation and Parole*  
1051 Pape Avenue  
2nd Floor  
**Toronto M4K 3W3**  
416-422-1110  
(Toronto East)

*Probation and Parole*  
2069 Danforth Avenue  
**Toronto M4C 1J6**  
416-698-2818-9-10  
(Toronto East)

*Probation and Parole*  
2265 Keele Street  
2nd Floor  
**Toronto M6M 3Z7**  
416-248-3273-4-5  
(Toronto West)

*Toronto Jail*  
550 Gerrard Street East  
**Toronto M4M 1X6**  
416-466-2164

*Probation and Parole*  
 Ontario House  
 80 Division Street  
**Trenton K8V 5S5**  
 613-392-6549,40  
 (Hastings/Prince Edward)

*Probation and Parole*  
 Court House, Box 404  
**Walkerton N0G 2V0**  
 519-881-0760  
 (Bruce)

*Walkerton Jail*  
 209 Cayley Street  
 P.O. Box 429  
**Walkerton N0G 2V0**  
 519-881-3442

*Probation and Parole*  
 76 Division Street  
 3rd Floor, Suite 302  
**Welland L3B 3Z7**  
 416-735-1660  
 (Niagara)

*Whitby Jail*  
 200 Victoria Street West  
**Whitby L1N 6G3**  
 416-668-7791

*Probation and Parole Area Office*  
 200 Consumers Road  
 Suite 608  
**Willowdale M2J 4R4**  
 416-494-8251  
 (Toronto North)

*Probation and Parole*  
 121 Willowdale Avenue  
 Suite 102  
**Willowdale M2N 6A3**  
 416-221-3473  
 (Toronto North)

*Probation and Parole Area Office*  
 Trade & Commerce Building  
 880 Ouellette Avenue, Suite 506  
**Windsor N9A 1C7**  
 519-254-3291-2-3  
 (Essex)

*Probation and Parole*  
 1840 Tecumseh Blvd. West  
**Windsor N9B 1T4**  
 519-253-2451-2  
 (Essex)

*Probation and Parole*  
 4551 Tecumseh Road East  
**Windsor N8W 1K6**  
 519-948-5272-3  
 (Essex)

*Windsor Jail*  
 378 Brock Street  
 P.O. Box 38  
**Windsor N9C 3Y6**  
 519-254-2891

*Probation and Parole*  
 514 Princess Street  
**Woodstock N4S 4G9**  
 519-539-4803  
 (Oxford)

**MINISTRY OF CULTURE &  
RECREATION**

**Field Services  
Native Community Br.  
Regional Archaeologists**

*Field Services Consultants*  
114 Worsley St.  
**Barrie L4M 1M1**  
705-737-3301  
(Simcoe, Dufferin,  
Simcoe-Centre, Muskoka, York)

*Field Services Consultants*  
210 Dundas St. E., 2nd Flr.  
**Belleville K8N 5G8**  
(Kingston-Belleville district)

*Field Services Consultants*  
479 Government Rd.  
P.O. Box 3000  
**Dryden P8N 3B3**  
807-223-2271  
(Dist. of Kenora & Southern  
Patricia, Dist. of Rainy River)

*Native Community Branch*  
240 Scott Street, Box 613  
**Fort Frances P9A 3M9**  
807-274-9732

*Native Community Branch*  
205A Main Street E., Box 778  
**Geraldton P0T 1M0**  
807-854-0169

*Field Services Regional Office*  
1083 Barton St. E.  
**Hamilton L8L 3E2**  
416-549-2471  
(Brant, Dufferin, Haldimand,  
Norfolk, Halton, Hamilton- Wentworth,  
Niagara, Waterloo Wellington)

*Field Services Consultants*  
1083 Barton St. E.  
**Hamilton L8L 3E2**  
416-549-2471  
(Hamilton district, Halton)

*Field Services Consultants*  
427 Tenth St.  
**Hanover N4N 1P8**  
519-364-1626  
(North Huron, South Bruce,  
South Grey, North Bruce,  
North Grey)

*Native Community Branch*  
20 Main Street  
**Kenora P9N 1S7**  
807-468-5568

*Regional Archaeologist*  
207 First Street S.  
**Kenora P9N 1C2**  
807-468-8928

*Field Services Consultants*  
1055 Princess Street, 3rd Flr.  
**Kingston K7L 5T3**  
613-542-7349  
(Hastings, Prince Edward,  
Frontenac, Lennox Addington,  
Leeds & Grenville)

*Field Services Regional Office*  
495 Richmond St., 5th Flr.  
**London N6A 5A9**  
519-438-2947  
(Bruce, Elgin, Essex, Grey, Huron,  
Kent, Lambton, Middlesex, Oxford  
& Perth)

*Field Services Consultants*  
495 Richmond St., 5th Flr.  
**London N6A 5A9**  
519-438-2947  
(Middlesex, Lambton, Essex, Kent,  
Elgin, Oxford, Perth, Huron, Bruce, Grey)

*Regional Archaeologist*  
55 Centre St.  
**London N6J 1T4**  
519-433-8401

*Field Services Regional Office*  
*Field Services Consultants*  
215 Oak St. E.  
**North Bay P1B 1A2**  
705-474-3821  
(Algoma, Cochrane,  
Manitoulin, Nipissing, Parry Sound,  
Timiskaming, Field Consultants:  
Parry Sound, Nipissing)

*Native Community Branch*  
15 Matchedash St. N.  
**Orillia L3V 4T4**  
705-325-9561

*Field Services Regional Office*  
1 Nicholas St., 11th Flr.  
**Ottawa K1N 7B7**  
613-232-1116  
(Dundas, Frontenac, Glengarry,  
Grenville, Hastings, Lanark,  
Lennox Addington, Ottawa-Carleton,  
Prescott, Prince Edward, Renfrew,  
Russell, Stormont)

*Field Services Consultants*  
1 Nicholas St., 11th Flr.  
**Ottawa K1N 7B7**  
613-232-1116  
(Ottawa-Carleton, Prescott,  
Russell, Glengarry, Stormont,  
Dundas, Lanark, Renfrew)

*Regional Archaeologist*  
1 Nicholas St., Room 1105  
**Ottawa K1N 7B7**  
613-238-5157

*Field Services Consultants*  
340 George St. North  
**Peterborough K9H 7E8**  
705-748-3711  
(Peterborough, Haliburton,  
Victoria, Northumberland,  
Durham)

*Field Services Consultants*  
71 King St., Ste. 301  
**St. Catharines L2R 3H7**  
416-688-6472  
(Niagara, Haldimand-Norfolk)

*Field Services Consultants*  
390 Bay St., 3rd Flr.  
**Sault Ste. Marie P6A 1X2**  
705-942-3751  
(Dists. of Algoma South  
& Algoma North)

*Museums Section Field Office*  
Heritage Admin. Br.  
390 Bay St.  
**Sault Ste. Marie P6A 1X2**  
705-253-3244

*Native Community Branch*  
390 Bay St.  
**Sault Ste. Marie P6A 1X2**  
705-942-3751

*Regional Archaeologist*  
875 Queen St. E.  
**Sault Ste. Marie P6A 2B3**  
705-253-2625

*Field Services Consultants*  
1760 Regent St. S.  
**Sudbury P3E 3Z8**  
705-522-1416  
(Dists. of Manitoulin &  
Reg. Mun. of Sudbury)

**Sudbury P3E 3Z8**

705-522-1310

*Field Services Regional Office*

435 James St. S.

**Thunder Bay P7C 5G6**

807-475-1255

(Kenora & Thunder Bay)

*Native Community Branch*

221 Bay St.

**Thunder Bay P7B 1R1**

807-475-1225

*Regional Archaeologist*

1825 E. Arthur St.

**Thunder Bay P7E 5N7**

807-475-1447

*Field Services Consultants*

22 Wilcox Ave., 2nd Flr.

**Timmins P4N 3K6**

705-267-7117

(Dists. of Cochrane North,  
Cochrane South & Timiskaming)

*Native Community Branch*

22 Wilcox St., 2nd Flr.

**Timmins P4N 3K6**

705-267-7117

*Field Services Regional Office*

700 Bay St., 8th Flr.

**Toronto M7A 2R9**

416-965-0283

(Durham, Haliburton, Muskoka  
Northumberland, Peel, Peterborough,  
Metro Toronto, Simcoe, Victoria,  
York)

*Field Services Consultants*

700 Bay St., 8th Flr.

**Toronto M7A 2R9**

(Metro West 416-965-9940,  
Metro East 416-965-0286)

*Regional Archaeologist*

700 Bay St., 8th Flr.

**Toronto M7A 2R9**

416-965-8258

*Field Services Consultants*

55 Erb St. E., Ste. 307

**Waterloo N2J 4K8**

519-886-3520

(Waterloo, Wellington,  
Dufferin, Brant)

*Native Community Branch*

55 Erb St. E.

**Waterloo N2J 4K8**

519-886-3520

*Field Services Consultants*

250 Windsor Ave., 6th Flr.

**Windsor N9A 6V9**

519-256-4919

(Parts of Essex & Kent)

**MINISTRY OF EDUCATION****Regional Services Br.  
Schools for the Blind & Deaf  
Teacher Education Colleges**

*The W. Ross Macdonald School (Blind)*  
350 Brant Ave.  
**Brantford N3T 3J9**  
519-759-0730

*The Sir James Whitney School (Deaf)*  
350 Dundas St. W.  
**Belleville K8P 1B2**  
613-962-5361

*Ontario Teacher Educ. College*  
1400 Main St. W.  
**Hamilton L8S 1C7**  
416-528-0123

*Regional Services Br.*  
759 Hyde Park Road  
**London N6H 3S6**  
519-472-1440  
(Bruce, Elgin, Essex, Grey,  
Huron, Kent, Lambton,  
Middlesex, Oxford, Perth)

*The Robarts School (Deaf)*  
1090 Highbury Ave., P.O. Box 7300  
**London N5Y 4V9**  
519-453-4400

*The Ernest C. Drury School (Deaf)*  
255 Ontario St.  
**Milton L9T 2M5**  
416-878-2851

*Regional Services Br.*  
447 McKeown Ave., P.O. Box 3020  
**North Bay P1B 8K7**  
(Cochrane, Muskoka, Nipissing,  
Parry Sound, Timiskaming)

*Regional Services Br.*  
1580 Merivale Road, 4th Floor  
**Ottawa K2G 4B5**  
613-225-9210  
(Dundas, Frontenac, Glengarry,  
Grenville, Lanark, Leeds,  
Lennox Addington, Ottawa-Carleton,  
Prescott, Renfrew, Russell,  
Stormont)

*Regional Services Br.*  
1349 Lasalle Boulevard  
**Sudbury P3A 1Z5**  
(Algoma, Sudbury)

*Regional Services Br.*  
435 James Street South  
**Thunder Bay P7C 5G6**  
807-475-1571  
(Kenora, Rainy River,  
Thunder Bay)

*Ontario Teacher Educ. College*  
951 Carlaw Ave.  
**Toronto M4K 3M2**  
416-461-6351

*Regional Services Br.*  
2025 Sheppard Ave. E., Suite 3201  
**Willowdale M2J 1W4**  
416-491-0330  
(Brant, Durham, Dufferin, Haldimand,  
Haliburton, Halton, Hastings, Niagara,  
Norfolk, Northumberland, Peel,  
Peterborough, Prince Edward, Simcoe,  
Victoria, Waterloo, Wellington,  
Wentworth, York)

**MINISTRY OF THE  
ENVIRONMENT**

**Regional, District and Other Offices**

*District Office*  
12 Fairview Rd.  
**Barrie L4N 4P3**  
705-726-1730

*District Office*  
15 Victoria Ave.  
**Belleville K8N 1Z5**  
613-962-9208

*District Office*  
400 Clyde Rd., Box 219  
**Cambridge N1R 5W6**  
519-623-2080

*Sub District Office*  
435 Grand Ave. W.  
**Chatham N7L 3Z4**  
519-352-5107

*District Office*  
4 Montreal Rd., 2nd Fl.  
**Cornwall K6H 1B1**  
613-933-7402

*District Office*  
**Gravenhurst P0C 1G0**  
705-687-3408

*Sub Office*  
100 Main St. E.  
**Huntsville P0A 1K0**  
705-789-2386

*District Office*  
808 Robertson St., Box 5750  
**Kenora P9N 1X9**  
807-468-5578

*Regional Office*  
133 Dalton St., Box 820  
**Kingston K7L 4X6**  
613-549-4000  
(Dundas, Frontenac, Glengarry,  
Grenville, Hastings, Lanark, Leeds,  
Lennox Addington, Ottawa-Carleton,  
Prescott, Prince Edward, Renfrew,  
Russell, Stormont)

*Regional Office*  
985 Adelaide St. S.  
**London N6E 1V3**  
519-681-3600  
(Bruce, Elgin, Essex, Grey,  
Huron, Kent, Lambton,  
Middlesex, Oxford, Perth)

*South Peel Area System*  
2575 Haines Rd.  
**Mississauga L4Y 1Y7**  
416-270-1451

*District Office*  
1500 Fisher St., Northgate Plaza  
**North Bay P1B 2H3**  
705-476-1001

*District Office*  
1226 White Oaks Blvd.  
**Oakville L6H 2B9**  
416-844-5747

*District Office*  
2378 Holly Lane  
**Ottawa K1V 7P1**  
613-521-3450

*District Office*  
220 - 11th St. E., Suite 108  
**Owen Sound N4K 1T9**  
519-371-2901

*Office*  
74 Church St.  
**Parry Sound P2A 1Z1**  
705-746-2139

*Office*

1000 MacKay St., Box 67  
**Pembroke K8A 6X1**  
 613-732-3643

*District Office*

139 George St. N.  
**Peterborough K9J 3G6**  
 705-743-2972

*District Office*

242A Indian Rd. S., Suite 2095  
**Sarnia N7T 3W4**  
 519-336-4030

*District Office*

445 Albert St. E.  
**Sault Ste. Marie P6A 2J9**  
 705-949-4640

*Sub-Office*

645 Norfolk St. N.  
**Simcoe N3Y 3R2**  
 519-426-1940

*Regional Office*

140 Centennial Parkway N.  
**Stoney Creek L8E 3H2**  
 416-561-7410  
 (Brant, Dufferin,  
 Haldimand-Norfolk, Hamilton-  
 Wentworth, Niagara, Waterloo,  
 Wellington)

*Regional Office*

469 Bouchard St., Regency Mall  
**Sudbury P3E 2K8**  
 705-522-8282  
 (Algoma, Cochrane, Nipissing,  
 Timiskaming, Timmins, Sudbury)

*Regional Office*

435 James St. S., Box 5000  
**Thunder Bay P7C 5G6**  
 807-475-1205  
 (Kenora, Thunder Bay)

*Regional Laboratory*

421 James St. S.  
**Thunder Bay P7E 2V6**  
 807-475-1275

*District Office*

435 James St. S., Box 5000  
**Thunder Bay P7C 5G6**  
 807-475-1315

*District Office*

83 Algonquin Blvd. W.  
**Timmins P4N 2R4**  
 705-264-9474

*Regional Office*

150 Ferrand Dr., Suite 700  
**Toronto, Don Mills M3C 3C3**  
 416-425-3000  
 (Durham, Halton, Haliburton,  
 Muskoka, Northumberland, Peel,  
 Peterborough, Simcoe, Metro  
 Toronto, Victoria, York)

*District Office*

150 Ferrand Drive, Ste 700  
**Toronto, Don Mills M3C 3C3**  
 416-424-3000

*District Office*

637-641 Niagara St. N.  
**Welland L3C 1L9**  
 416-735-0431

*District Office*

250 Windsor Ave., 6th Flr.  
**Windsor N9A 6V9**  
 519-254-5129

**MINISTRY OF GOVERNMENT  
SERVICES**

**Property Management Branch  
Regional & Area Offices**

*Regional Office*  
345 Park Street West, P.O. Box 100  
**Dundas L9H 5E7**  
416-627-3515

*Regional Office*  
400 Elizabeth Street  
**Guelph N1H 2Y1**  
519-822-1150

*Regional Office*  
Ontario Government Building, P.O. Bag  
2008  
**Kemptville K0G 1J0**  
613-269-4764

*Area Office*  
720 Robertson Street, Box 516  
**Kenora P9N 3X5**  
807-478-7002

*Regional Office*  
1055 Princess Street, Box 8000  
**Kingston K7L 1H3**  
613-544-8955

*Regional Office*  
322 Kent Street West, Box 7000  
**Lindsay K9V 4S9**  
705-324-9188

*Regional Office*  
900 Highbury Avenue, Box 2452  
**London N6A 4G3**  
519-453-3550

*Area Office*  
1353 Gorman Street  
**North Bay P1B 2Y3**  
705-476-2260

*Regional Office*  
24 James Street East  
**Orillia L3V 6K7**  
705-325-7403

*Area Office*  
445 Albert Street East  
**Sault Ste. Marie P6A 2J9**  
705-949-4515

*Area Office*  
Hollinger Lane, P.O. Box 520  
**Schumacher P0N 1G0**  
705-264-2234

*Regional Office*  
Highway 69 South, McFarlane Lake  
P.O. Box 2520, Postal Station "A"  
**Sudbury P3A 4S9**  
705-522-5830

*Regional Office*  
20 Albany Street, P.O. Box 3020  
**Thunder Bay P7B 5G5**  
705-475-1285

*Downsview Regional Office*  
171 Judson Street  
**Toronto M8Z 1A4**  
416-252-5058

*Queen's Park Regional Office*  
16 Grosvenor Street  
**Toronto M7A 1N7**  
416-965-6811

*York Regional Office*  
178 Queen's Quay East  
**Toronto M5A 1B4**  
416-965-6034

**MINISTRY OF HEALTH**

**Ambulance Services**  
**Northern Ontario Public Health Service (NOPHS)**  
**Nursing Homes Inspection Services**  
**Ontario Health Insurance Plan Offices (OHIP)**  
**Provincial Chest Clinics**  
**Psychiatric Hospitals**  
**Public Health Laboratories**

*OHIP Sub-Office*  
 114 Worsley St.  
**Barrie L4M 1M1**  
 705-726-0328

*Chest Clinic*  
 208 Dundas St. E., Suite 201  
 Main Floor, Box 425  
**Belleville K8N 5A5**  
 613-962-5397

*Chest Clinic*  
 The Shouldice Bldg.  
 36 Queen St. E.  
**Brampton L6V 2Y3**  
 416-457-5190

*Chest Clinic*  
 Brant Sanitorium  
 25 Bell Lane  
**Brantford N3T 1E1**  
 519-756-5617

*Brockville Psychiatric Hospital*  
 Box 1050  
**Brockville K6V 5W7**  
 613-345-1461

*Chest Clinic*  
 340 Pitt St., Box 141  
**Cornwall K6H 5S7**  
 613-933-6579

*Chest Clinic*  
 50 Hillside Dr. N., Box 68  
**Elliot Lake P5A 2J6**  
 705-848-2492

*Chest Clinic*  
 3315 Bloor St. W.  
**Etobicoke M8X 1E7**  
 416-233-1364

*Ambulance Services Br.*  
 Chedoke Hospital, Box 590  
**Hamilton L8N 3L6**  
 416-389-2273

*Chest Clinic*  
 74 Hunter St. E.  
**Hamilton L8N 3W1**  
 416-525-8470

*OHIP*  
 25 Main St. W.  
**Hamilton L89 4P9**  
 416-528-3481  
 (Bruce, Grey, Dufferin, Wellington, Waterloo, Hamilton-Wentworth, Brant, Haldimand-Norfolk, Niagara)

*Hamilton Psychiatric Hospital*  
 Box 585  
**Hamilton L9C 3N6**  
 416-388-2511

*Public Health Lab.*  
 Box 2100  
**Hamilton L8N 3R5**  
 416-385-5379

*OHIP Sub-Office*  
 333 Second St. S.  
**Kenora P9N 1G3**  
 807-468-9554

*Chest Clinic*  
 1055 Princess St., Suite 101  
**Kingston K7L 1H3**  
 613-542-2839

*OHIP*

1055 Princess St.  
**Kingston K7L 5A9**  
613-546-3811

(Hastings, Lennox & Addington,  
Frontenac, Leeds, Grenville, Prince  
Edward)

*Kingston Psychiatric Hospital*  
Box 603  
**Kingston K7L 4X3**  
613-546-1101

*Public Health Lab.*  
Box 240  
**Kingston K7L 4V8**  
613-546-2686

*Chest Clinic*  
38 Second St., Box 864  
**Kirkland Lake P2N 3K4**  
705-567-4466

*OHIP Sub-Office*  
665 King St. E., Suite 202  
**Kitchener N2G 2M4**  
519-745-7379

*Chest Clinic*  
Ontario Gov't Bldg.  
322 Kent St. W.  
**Lindsay K9V 2Z9**

*Ambulance Services Br.*  
*London Psychiatric Hospital*  
850 Highway Ave., Box 2532  
**London N6A 4H1**  
519-453-6630

*Chest Clinic*  
C.N. Building  
205 York St.  
**London N6A 1B4**  
519-432-6738

*Nursing Home Insp.*  
227 Queen's Ave.  
**London N6A 1J8**  
519-432-1866

*OHIP*  
227 Queen's Ave.  
**London N6A 1J8**  
519-433-4561  
(Lambton, Kent, Huron, Perth,  
Middlesex, Oxford, Elgin)

*London Psychiatric Hospital*  
850 Highbury Ave., Box 2532  
**London N6A 4H1**  
519-455-5110

*Public Health Lab.*  
Box 5704, Terminal A  
**London N6A 4L6**  
519-455-9310

*Chest Clinic*  
95 Dundas St. W.  
**Mississauga L5B 1H7**  
416-270-9223

*OHIP*  
55 City Centre Drive  
**Mississauga L5B 1M3**  
416-275-2730  
(Peel, Borough of Etobicoke, Borough of  
North York-North of 401, Halton)

*NOPHS*  
Anglican Church  
Box 57  
**Moosonee P0L 1Y0**  
705-336-2294

*Chest Clinic*  
Medical Dental Centre  
5th Fl., 1221 Algonquin Ave.  
**North Bay P1B 4Y3**  
705-472-8090

*North Bay Psychiatric Hospital*  
 Box 3010  
**North Bay P1B 8L1**  
 705-474-1200

*NOPHS*  
 North Gate Square, 2nd Floor  
 Box 272  
**North Bay P1B 8H2**  
 705-472-3720

*Chest Clinic*  
 260 Mississauga St. W.  
**Orillia L3V 3B8**  
 705-325-7489

*Public Health Lab.*  
 Box 600  
**Orillia L3V 6K5**  
 705-325-7449

*Chest Clinic*  
 Oshawa General Hospital  
 301 Golf St.  
**Oshawa L1G 4B2**  
 416-723-8521

*OHIP*  
 44 Bond St. W.  
**Oshawa L1G 1A4**  
 416-576-2870  
 (Simcoe, York, Muskoka, Haliburton,  
 Borough of Scarborough, Victoria,  
 Peterborough, Durham,  
 Northumberland)

*Ambulance Serv. Br.*  
 1017 Merivale Rd.  
**Ottawa K1Z 6A6**  
 613-725-2081

*Chest Clinic*  
 250 Somerset St. E.  
 Maycourt Bldg.

*Chest Clinic*  
 1015 Merivale Rd.  
**Ottawa K1Z 6A6**  
 613-729-5796

*Nursing Home Insp.*  
 2427 Holly Lane  
**Ottawa K1V 7P2**  
 613-731-7876

*OHIP*  
 75 Albert St.  
**Ottawa K1P 5Y9**  
 613-237-9100  
 (Renfrew, Lanark, Ottawa-Carleton  
 Russel, Prescott, Dundas, Stormont,  
 Glengarry)

*Public Health Lab.*  
 Box 6301, Station J  
**Ottawa K2A 1S8**  
 613-828-2442

*Public Health Lab.*  
 Box 700  
**Palmerston N0G 2P0**  
 519-343-2015 (Ext. 235)

*Mental Health Centre*  
 Box 698  
**Penetanguishene L0K 1P0**  
 705-549-7431

*Chest Clinic*  
 139 George St. N.  
**Peterborough K9J 3G6**  
 705-745-1401

*OHIP Sub-Office*  
 P.O. Box 275, Suite 204  
**Peterborough K9J 6Y8**  
 705-743-2140

*Public Health Lab.*

*OHIP Sub-Office*

15 Church St., Suite 301  
**St. Catharines L2R 3B5**  
416-682-6658

*St. Thomas Psychiatric Hospital*

Box 2004  
**St. Thomas N5P 3V9**  
519-631-8150

*Chest Clinic*

Civic Centre, 6th Floor  
99 Foster Drive  
**Sault Ste. Marie P6A 5X6**  
705-949-9111

*NOPHS*

Elgin Hall  
75 Elgin St., Box 121  
**Sault Ste. Marie P6A 5L2**  
705-256-2224

*Public Health Lab.*

Box 220  
**Sault Ste. Marie P6A 5L6**  
705-254-7132

*Chest Clinic*

Scarborough Civic Centre  
160 Borough Drive  
**Scarborough M1P 4N8**  
416-438-7429

*Ambulance Serv. Br.*

Sudbury General Hospital  
700 Paris St.  
**Sudbury P3E 3B5**  
705-674-6693

*Chest Clinic*

1300 Paris Crescent  
**Sudbury P3E 3A3**  
705-522-0212

*NOPHS*

174 Larch St., Suite 6  
Box 1231  
**Sudbury P3E 1C6**  
705-674-3151 Ext. 212

*Public Health Lab.*

1300 Paris Crescent  
**Sudbury P3E 3A3**  
705-522-2640

*OHIP*

295 Bond St.  
**Sudbury P3B 2J8**  
705-675-9111  
(Parry Sound, Nipissing, Sudbury,  
Manitoulin, Temiscaming, Algoma,  
Cochrane)

*Ambulance Serv. Br.*

Lakehead Psychiatric Hospital  
580 Algoma St. N.  
P.O. Box 2930, Unit 'C'  
**Thunder Bay 'P' P7B 5K7**  
807-344-3571

*Chest Clinic*

435 James St. S., Box 5000  
**Thunder Bay, P7C 5G6**  
807-475-1661

*NOPHS*

435 James St. S., Box 5000  
**Thunder Bay P7C 5G6**  
807-475-1341

*OHIP*

435 James St. S.  
**Thunder Bay P7C 5G6**  
807-475-1431  
(Thunder Bay, Rainy River,  
Kenora)

*Lakehead Psychiatric Hospital*

P.O. Box 3370  
**Thunder Bay P7B 5J8**  
807-344-3571

*Public Health Lab.*  
Box 1100, Station F  
**Thunder Bay P7C 4X9**  
807-622-6449

*Chest Clinic*  
54 Wilson Ave.  
**Timmins P4N 2S7**  
705-264-1384

*NOPHS*  
217 Algonquin Blvd. E.  
Box 491  
**Timmins P4N 7E7**  
705-264-4763

*OHIP Sub-Office*  
38 Pine St. N., Suite 110  
**Timmins P4N 6K6**  
705-267-1164

*Public Health Lab.*  
67 Wilson Ave.  
**Timmins P4N 2S5**  
705-264-9571

*Ambulance Serv. Br.*  
7 Overlea Blvd., 7th Fl.,  
**Toronto M4H 1A8**  
416-965-8036

*Chest Clinic*  
880 Bay St.  
**Toronto M5S 1Z8**  
416-965-7181

*Chest Clinic*  
2622 Danforth Ave.  
**Toronto M4C 1L7**  
416-699-1071

*Mental Health Centre, Queen St.*  
999 Queen St. W.  
**Toronto M6J 1H4**

*Nursing Home Insp.*  
880 Bay St., 6th Fl.  
**Toronto M5S 1Z6**  
416-965-4690

*OHIP*  
2195 Yonge St.  
**Toronto M4W 1G9**  
416-482-1111  
(City of Toronto, Boroughs of East  
York, York and North York-South of  
401)

*Psychiatric Hospital, Lakeshore*  
3131 Lakeshore Blvd. W.  
**Toronto M8V 1K9**  
416-259-8291

*Public Health Lab.*  
Box 9000, Terminal 'A'  
**Toronto M5W 1R5**  
416-248-3196

*Chest Clinic*  
6th Floor, Waterloo Square  
75 King St. S.  
**Waterloo N2J 1P2**  
519-886-4220

*Whitby Psychiatric Hospital*  
P.O. Box 613  
**Whitby L1N 5S9**  
416-668-5881

*NOPHS*  
Medical Building  
**White River P0M 3G0**  
807-822-2353

*Chest Clinic*  
5318 Yonge St.  
**Willowdale M2N 5P9**  
416-225-9178

*Chest Clinic*

250 Windsor Ave., Suite 242

**Windsor N9A 6V9**

519-254-8619

*OHIP Sub-Office*

1427 Ouellette Ave.

**Windsor N8X 1K5**

519-258-7560

*Public Health Lab.*

Box 1616

**Windsor N9A 6S2**

519-969-4341

**MINISTRY OF HOUSING****Housing Authorities****Community Planning Advisory Br.****OHC Housing Operations Br (Ontario)****OHC Housing Operations Br (Metro)***Housing Authority*

164 Daniel St. N., #201

**Arnprior K7S 2L3**

613-623-6177

(Arnprior)

*Housing Authority*

205 Dundas St. E.

Ste. 301, P.O. Box 682

**Belleville K8N 5B3**

613-968-3465

(Hastings, Prince Edward,  
Belleville)*Housing Authority*

14 Thomas St.

**Bracebridge P0B 1C0**

705-645-9261

(Muskoka)

*Housing Authority*

Federal Bldg., Rm 305

**Brantford N3T 5M2**

519-759-6100

(Brant, Bradford)

*Housing Authority*

58 King St. E.

**Brockville K6V 1B3**

613-342-2341

(Leeds, Brockville)

*Housing Authority*

18 Anslie St. S.

**Cambridge N1R 3A1**

519-623-2686

(South Waterloo)

*Housing Authority*

19 Bridge St.

P.O. Box 1929

**Carleton Place K7C 2V2**

613-257-1908

(Lanark County)

*Housing Authority*

30 Raleigh St.

P.O. Box 1296

**Chatham N7M 5R9**

519-354-9592

(Kent, Chatham)

*Housing Authority*

24 Covert St.

**Cobourg K9A 2L6**

416-372-0151

(Northumberland)

*Housing Authority*

113 Amelia St.

P.O. Box 801

**Cornwall K6H 3P1**

613-933-2731

(Cornwall)

*Housing Authority*

4 Earl Ave.

P.O. Box 725

**Dryden P8N 1X3**

807-223-3087

(East Kenora)

*Housing Authority*

P.O. Box 907

**Englehart P0J 1H0**

705-544-2334/35

(Timiskaming)

*Housing Authority*

360 Fairview Ave. W.

**Essex N8M 1Y3**

519-776-6464

(Essex)

*Housing Authority*  
426 Victoria Ave  
P.O. Box 711  
**Fort Frances P9A 2C3**  
807-274-7704  
(Rainy River)

*Housing Authority*  
53 Stanley St.  
**Goderich N7A 3K6**  
519-524-2637  
(Huron)

*Housing Authority*  
214 Woolwich St.  
**Guelph N1H 3V7**  
519-824-7822  
(Wellington, Guelph)

*OHC Housing Corporation Br*  
55 Hess St. S. Penthouse  
**Hamilton L8P 4R8**  
416-527-9216  
(Southern Ontario)

*Housing Authority*  
25 Main St. W.  
Ste 701, P.O. Box 2022  
**Hamilton L8N 3V6**  
416-528-7901  
(Hamilton-Wentworth)

*Housing Authority*  
103 Main St. E.  
**Hawkesbury K6A 1A1**  
613-632-9344  
(Prescott, Russell)

*Housing Authority*  
629 Cedar St.  
P.O. Box 1028  
**Iroquois Falls A, P0K 1G0**  
705-232-6663  
(South Cochrane)

*Housing Authority*  
Model City Mall  
**Kapuskasing P5N 2E9**  
705-335-6179  
(North Cochrane)

*Housing Authority*  
20 Main St. S.  
**Kenora P9N 1S7**  
807-468-5612  
(West Kenora)

*Housing Authority*  
777 Queen St.  
**Kincardine N0G 2G0**  
519-396-3439  
(Bruce)

*Housing Authority*  
394 King St. E.  
P.O. Box 206  
**Kingston K7K 2Y3**  
613-546-5591  
(Kingston)

*Housing Authority*  
275 Lawrence Ave.  
P.O. Box 1061  
**Kitchener N2G 4G1**  
519-578-2860  
(North Waterloo)

*Housing Authority*  
20 Sussex St. S.  
**Lindsay K9V 5A8**  
705-324-6401  
(Victoria)

*Housing Authority*  
P.O. Box 638  
13 Worthington St.  
**Little Current P0P 1K0**  
705-368-3400  
(Manitoulin, Espanola)

*OHC Housing Operations Br*  
 80 Dundas W.  
**London N6A 2P3**  
 519-679-7110  
 (Southwestern Ontario)

*Community Planning Advisory Br*  
 495 Richmond St.  
**London N6A 5A9**  
 519-673-1611

*Housing Authority*  
 137 Dundas St.  
**London N6A 1E9**  
 519-434-2765  
 (Middlesex)

*Housing Authority*  
 522 Elizabeth St.  
 Ste 13, P.O. Box 608  
**Midland L4R 1Z8**  
 705-526-4225  
 (Simcoe, Orillia)

*Housing Authority*  
 41 Dundas St. W.  
 P.O. Box 43  
**Napanee K7R 3L9**  
 613-354-5695  
 (Lennox, Addington)

*Housing Authority*  
 4483 Queen St.  
**Niagara Falls L2E 2L4**  
 416-354-1678  
 (East Niagara)

*Housing Authority*  
 The Northgate Plaza  
 1500 Fisher St.  
**North Bay P1B 2H3**  
 705-472-2441  
 (Nipissing, Parry Sound)

*Housing Authority*  
 139 Thomas St.

**Oakville L6J 3A9**  
 416-844-4261  
 (Halton)

*Housing Authority*  
 22 Mill St., Unit 6  
**Orangeville L9W 2M3**  
 519-941-8221  
 (Dufferin)

*Housing Authority*  
 50 Centre St. S.  
 5th Fl., Rundle Tower  
**Oshawa L1H 3Z7**  
 416-725-3552  
 (Oshawa)

*OHC Housing Operations Br*  
 1 Nicholas St.  
**Ottawa K1N 7B7**  
 613-237-0612  
 (Eastern Ontario)

*Community Planning Advisory Br*  
 244 Rideau St., 3rd Fl.  
**Ottawa K1N 5Y3**  
 613-233-9301  
 (South East)

*Housing Authority*  
 220 Laurier Ave. W.  
**Ottawa K1P 5Z8**  
 613-236-0331  
 (Ottawa)

*Housing Authority*  
 1131-2nd Ave. E.  
 Ste 101  
**Owen Sound N4K 2J1**  
 519-376-5744  
 (Grey, Owen Sound)

*Housing Authority*  
 209 Renfrew St.  
 P.O. Box 636  
**Pembroke K8A 5S2**

613-735-0782  
(Renfrew, Pembroke)

*Housing Authority*  
4166 Petrolia St.  
P.O. Box 1210  
**Petrolia N0N 1R0**  
519-882-1190  
(Lambton)

*Housing Authority*  
360 Dibble St. W.  
P.O. Box 1299  
**Prescott K0E 1T0**  
613-925-4898  
(Grenville, Prescott)

*Housing Authority*  
269 Raglan St. S.  
P.O. Box 485  
**Renfrew K7V 1R3**  
613-432-6600  
(Renfrew)

*Housing Authority*  
71 King St.  
P.O. Box 1207  
**St. Catharines L2R 7A7**  
416-682-9201  
(North Niagara)

*Housing Authority*  
348 Talbot St.  
P.O. Box 158  
**St. Thomas N5P 3T7**  
519-631-4580  
(Elgin, St. Thomas)

*Housing Authority*  
242A Indian Rd. S.  
Ste 211 S., Eastland Bldg.  
**Sarnia N7T 3W4**  
519-344-0728  
(Sarnia)

*Housing Authority*  
464 Albert St. E.  
P.O. Box 445  
**Sault Ste. Marie P6A 2S8**  
705-254-7108  
(Algoma)

*Housing Authority*  
1 Oak St.  
P.O. Box 542  
**Simcoe N3Y 3J4**  
519-426-7792  
(Haldimand-Norfolk)

*Housing Authority*  
1 Abel St.  
P.O. Box 848  
**Smiths Falls K7A 4W7**  
613-283-2555  
(Smiths Falls)

*Housing Authority*  
413 Hibernia St.  
**Stratford N5A 5W2**  
519-273-3831  
(Perth)

*Housing Authority*  
17 Brunswick St.  
**Stratford N5A 3L7**  
519-271-5393  
(Stratford)

*OHC Housing Operations Br*  
907 Lorne St.  
**Sudbury P3C 4R9**  
705-675-8351  
(Northern Ontario)

*Community Planning Advisory Br*  
758 LaSalle Blvd W.  
**Sudbury P3A 4V4**  
705-560-0120  
(Northeast)

*Housing Authority*  
 16 Larch St., Ste. 302  
 P.O. Box 1174  
**Sudbury P3E 1C1**  
 505-674-8323  
 (Sudbury)

*OHC Housing Operations Br*  
*Community Planning Advisory Br*  
 135 James St. S.  
**Thunder Bay P7C 5G6**  
 807-475-1465, 1651  
 (Northwestern)

*Housing Authority*  
 Intercity Plaza  
 362 Fort William Rd.  
**Thunder Bay P7B 3A5**  
 807-345-3391  
 (Thunder Bay)

*Housing Authority*  
 54 Wilson Ave  
 2nd Floor, Ste 2  
**Timmins P4N 2S6**  
 705-264-5274  
 (Timmins)

*OHC Housing Operations Br (Metro)*  
 33 Belshaw Place  
**Toronto M5A 3H6**  
 416-366-7851

*OHC Housing Operations Br (Metro)*  
 90 Parma Court  
**Toronto M4A 1A6**  
 416-751-1037

*OHC Housing Operations Br (Metro)*  
 3181 Eglinton Ave. E.  
**Toronto M1J 2G9**  
 416-261-7297

*OHC Housing-Operations Br (Metro)*  
 55 Greenbrae Circuit  
**Toronto M1H 1R1**  
 416-438-0211

*OHC Housing Operations Br (Metro)*  
 275 Shuter St.  
**Toronto M5A 1W4**  
 416-366-7768

*OHC Housing Operations Br (Metro)*  
 30 Falstaff  
**Toronto M6L 2C9**  
 416-247-5395

*OHC Housing Operations Br (Metro)*  
 12 Flemington Rd.  
**Toronto M6A 2N4**  
 416-789-7581

*OHC Housing Operations Br (Metro)*  
 232 Jamestown Cres.  
**Toronto M9V 3M8**  
 416-742-6401

*OHC Housing Operations Br (Metro)*  
 2743 Victoria Park Ave.  
**Toronto M1T 1A8**  
 416-499-4510

*OHC Housing Operations Br (Metro)*  
 3725 Dundas St. W.  
**Toronto M6S 2T5**  
 416-766-3425

*Community Planning Advisory Br*  
 60 Bloor St. W., 8th Fl  
**Toronto M4W 3K7**  
 416-965-3352

*Housing Authority*  
 80 Division St., Ste 16  
**Trenton K8V 5S5**  
 613-394-3336  
 (Trenton)

*Housing Authority*  
266 Division St.  
P.O. Box 727  
**Welland L3B 5R5**  
416-734-4548  
(Central Niagara)

*Housing Authority*  
218 Dundas St. E.  
**Whitby L1N 2H8**  
416-668-7757  
(Durham)

*OHC Housing Operations Br*  
*Community Planning Advisory Br*  
47 Sheppard Ave. E., 5th Fl  
**Willowdale M2N 2Z8**  
416-226-9150, 1855  
(Central Ontario)

*Housing Authority*  
1400 Ouellette Ave  
P.O. Box 1330  
**Windsor N8X 4T4**  
519-254-1681  
(Windsor)

*Housing Authority*  
McKinney Centre  
510 Ingersoll Ave.  
P.O. Box 820  
**Woodstock N4S 4X9**  
519-539-4829  
(Oxford County)

# MINISTRY OF INDUSTRY & TOURISM

Ontario Development Corporation  
Small Business Operations Division  
Tourism Industry Consultants  
Travel Information Centres

*Tourism Industry Consultant*  
46 John Street North  
Cornwall K7S 3H6  
613-623-3153

*Tourism Industry Consultant*  
Travel Information Centre  
Box 350  
Barrie L4M 4T5  
705-726-0932

*Small Business Operations Division*  
*Tourism Industry Consultant*  
43 Parkdale Avenue  
Brockville K6V 6B2  
613-342-5522

Ontario Development Corporation  
Northam Industrial Park  
P.O. Box 415  
Cobourg K9A 4L1  
416-372-5405

*Travel Information Centre*  
903 Brookdale Avenue  
Cornwall K6J 4P3  
613-933-2420

*Tourism Industry Consultant*  
*Travel Information Centre*  
283 Church Street, Box 815  
Fort Frances P9A 3N1  
807-274-3259

*Tourism Industry Consultant*  
15 Main Street East  
Huntsville P0A 1K0  
705-789-4448

*Tourism Industry Consultant*  
808 Robertson Street, Box 5140  
Kenora P9N 3X9  
807-468-6481

*Eastern Ontario Development Corporation*  
*Small Business Operations Division*  
*Tourism Industry Consultant*  
797 Princess Street  
Kingston K7L 1G1  
613-546-0174  
613-547-3101 (Eastern Ont. Dev. Corp.)

*Small Business Operations Division*  
*Tourism Industry Consultant*  
305 King Street West  
Kitchener N2G 1B9  
519-744-6391

*Small Business Operations Division*  
*Tourism Industry Consultant*  
*Ontario Development Corporation*  
195 Dufferin Street  
London N6A 1K7  
519-433-8105  
519-433-2871 (Ontario Dev. Corp.)

*Ontario Development Corporation*  
Huron Industrial Park  
London N0M 1Y0  
519-227-4761

*Travel Information Centre*  
5629 Falls Avenue  
Niagara Falls L2E 3P7  
416-358-3761

*Tourism Industry Consultant*  
Northgate Plaza, 1500 Fisher Street  
North Bay P1B 2H3  
705-472-9660

*Ontario Development Corporation  
Small Business Operations Division  
Tourism Industry Consultant*

73 Mississaga Street East

**Orillia L3V 6K2**

706-325-1363

705-325-5553 (Ontario Dev. Corp.)

*Eastern Ontario Development Corporation  
Small Business Operations Division*

*Tourism Industry Consultant*

*Travel Information Centre*

220 Laurier Avenue

**Ottawa K1P 5Z9**

613-237-6280

613-237-6299 (Eastern Ont. Dev. Corp.)

*Small Business Operations Division*

*Tourism Industry Consultant*

1131 Second Avenue East, Suite 104

**Owen Sound N4K 5P7**

519-376-3875

*Small Business Operations Division*

*Tourism Industry Consultant*

139 George Street North

**Peterborough K9J 3G6**

705-742-3459

*Small Business Operations Division*

*Tourism Industry Consultant*

15 Church Street, 4th Floor

**St. Catharines L2R 3B5**

416-684-2345

*Travel Information Centre*

Blue Water Bridge, Box 151

**Sarnia N7T 7H9**

519-344-7403

*Small Business Operations Division*

*Tourism Industry Consultant*

*Travel Information Centre*

120 Huron Street, Box 1196

*Northern Ontario Development Corporation*

*Small Business Operations Division*

*Tourism Industry Consultant*

767 Barrydowne Road

**Sudbury P3A 3T6**

705-560-1330

705-560-1422 (Northern Ont. Dev. Corp.)

*Northern Ontario Development Corporation*

*Small Business Operations Division*

*Tourism Industry Consultant*

435 James Street South, 3rd Floor, Box 5000

**Thunder Bay P7C 5G6**

807-475-1325

807-475-1671 (Northern Ont. Dev. Corp.)

*Northern Ontario Development Corporation*

*Small Business Operations Division*

273 Third Avenue, Suite 200

**Timmins P4N 1E2**

705-264-5393

705-264-1323 (Northern Ont. Dev. Corp.)

*Northern Ontario Development Corporation*

*Small Business Operations Division*

*Tourism Industry Consultant*

5 Fairview Mall Drive

**Willowdale M2J 2Z1**

Toronto (Metro) 416-491-7680

*Small Business Operations Division*

875 Ouellette Avenue, Suite 303

**Windsor N9A 4J6**

519-252-3475

*Tourism Industry Consultant*  
*Travel Information Centre*  
10 Park Street East  
**Windsor N9A 3A9**  
19-252-8368

**MINISTRY OF  
INTERGOVERNMENTAL AFFAIRS**

**Field Services Br**

172 Dalhousie St.  
**Brantford N3T 2J7**  
519-756-0360  
(Oxford, Brant, Waterloo,  
Haldimand-Norfolk, Hamilton-  
Wentworth, Niagara)

30 Edinburgh Rd. N.  
**Guelph N1H 7J1**  
519-836-2531  
(Bruce, Grey, Wellington,  
Dufferin, Halton, Peel)

1055 Princess St.  
**Kingston K7L 5T3**  
613-546-5565  
(Prince Edward, Hastings,  
Lennox & Addington, Frontenac,  
Leeds & Grenville)

495 Richmond St.  
**London N6A 5A9**  
519-438-7255  
(Huron, Perth, Middlesex  
Elgin, Lambton, Essex, Kent)

347 Sherbrooke St.  
**North Bay P1B 2C1**  
705-476-4300  
(Parry Sound, Nipissing,  
Timiskaming)

15B Matchedash St. N.  
**Orillia L3V 4T4**  
705-325-6144  
(Simcoe, Haliburton, York,  
Muskoka)

74 Simcoe St. S.  
P.O. Box 2216  
**Oshawa L1H 7V5**  
416-571-1515  
(Northumberland, Victoria,  
Peterborough, Durham)

244 Rideau St.  
**Ottawa K1N 5Y3**  
613-232-9446  
(Renfrew, Lanark, Prescott &  
Russell, Stormont, Dundas &  
Glengarry, Ottawa-Carleton)

1349 LaSalle Blvd.  
**Sudbury P3A 1Z2**  
705-566-0901  
(Cochrane, Algoma, Sudbury,  
Manitoulin,)

435 James St. S.  
P.O. Box 5000  
**Thunder Bay P7C 5G6**  
705-475-1621  
(Thunder Bay, Kenora,  
Rainy River)

Rm 412, Frost Bldg N.  
**Toronto M7A 1Y7**  
416-965-1495

# **MINISTRY OF LABOUR**

**Administrative Operations**  
**Employment Standards Br**  
**Construction Health & Safety Br**  
**Industrial Health & Safety Br**  
**Mining Health & Safety Br**  
**Occupational Health Br**  
**Ontario Human Rights Commission**  
**Workmen's Compensation Board**

*Mining Health & Safety*  
 Box 500  
**Bancroft K0L 1C0**  
 513-332-3940

*Mine Rescue Station*  
 50 Hillside Drive North  
**Elliot Lake P5A 1X4**  
 705-848-3022

*Mining Health & Safety*  
 10A Brunswick Walk  
**Elliot Lake P5A 2A8**  
 705-848-2885

*Administrative Operations*  
*Construction Health & Safety*  
*Employment Standards*  
*Industrial Health & Safety*  
*Occupational Health*  
*Ontario Human Rights Commission*  
 1 West Avenue South  
**Hamilton L8N 2R9**  
 416-527-2951  
 416-527-4501 (Employment Standards)

*Workmen's Compensation Board*  
 100 Main Street East, Room 4103  
**Hamilton L8N 3W6**  
 416-523-1800

*Administrative Operations*  
*Employment Standards*  
*Ontario Human Rights Commission*  
 808 Robertson Street  
**Kenora P9N 1X9**  
 807-468-3128

*Administrative Operations*  
*Construction Health & Safety*  
*Employment Standards*  
*Industrial Health & Safety*  
*Mining Health & Safety*  
*Ontario Human Rights Commission*  
 1055 Princess Street  
**Kingston K7L 1H3**  
 613-542-2853  
 613-542-4994 (Mining Health & Safety)

*Mine Rescue Station*  
 107 Government Road West  
**Kirkland Lake P2N 2E8**  
 705-567-4606

*Mining Health & Safety*  
 4 Government Road East  
**Kirkland Lake P2N 1A2**  
 705-567-5241

*Administrative Operations*  
*Construction Health & Safety*  
*Employment Standards*  
*Industrial Health & Safety*  
*Ontario Human Rights Commission*  
 824 King Street West  
**Kitchener N2G 1G1**  
 519-744-5211 or 744-7308

*Workmen's Compensation Board*  
 153 Frederick Street  
**Kitchener N2H 2M2**  
 519-576-4130

*Administrative Operations*  
*Construction Health & Safety*  
*Employment Standards*  
*Industrial Health & Safety*  
*Occupational Health*  
*Ontario Human Rights Commission*  
 560 Wellington Street  
**London N6A 3R4**  
 519-438-2931  
 519-438-9291 (Employment Standards)

*Mining Health & Safety*  
353 Richmond Street  
**London N6A 3C2**  
519-672-0280

*Workmen's Compensation Board*  
495 Richmond Street  
**London N6A 5A9**  
519-433-2331

*Mine Rescue Station*  
P.O. Box 878  
**Manitouwadge P0T 2C0**  
807-826-4434

*Workmen's Compensation Board*  
189 Wyld Street  
**North Bay P1B 1Z2**  
705-472-5200

*Mine Rescue Station*  
P.O. Box 338  
**Onaping P0M 2R0**  
705-966-3844

*Administrative Operations*  
*Construction Health & Safety*  
*Employment Standards*  
*Industrial Health & Safety*  
*Occupational Health*  
*Ontario Human Rights Commission*  
2197 Riverside Drive  
**Ottawa K1H 7X3**  
613-731-2556 or 731-7200 or 731-2415

*Workmen's Compensation Board*  
350 Sparks Street, Room 206  
**Ottawa K1R 7S8**  
613-238-7851

*Mine Rescue Station*  
P.O. Box 320  
**Red Lake P0V 2M0**  
807-727-2214

*Mining Health & Safety*  
10720 Yonge Street, Suite 218  
**Richmond Hill L4C 3C9**  
416-884-6551

*Workmen's Compensation Board*  
282 Linwell Road, Suite 120  
**St. Catharines L2N 6N5**  
416-937-2020

*Administrative Operations*  
*Construction Health & Safety*  
*Employment Standards*  
*Industrial Health & Safety*  
*Ontario Human Rights Commission*  
390 Bay Street  
**Sault Ste. Marie P6A 1X2**  
705-949-3331

*Workmen's Compensation Board*  
Station Towers, Suite 205  
421 Bay Street  
**Sault Ste. Marie P6A 1X3**  
705-942-3002

*Mine Rescue Station*  
P.O. Box 811  
**Schumacher P0N 1G0**  
705-264-7511

*Administrative Operations*  
*Construction Health & Safety*  
*Employment Standards*  
*Industrial Health & Safety*  
*Occupational Health*  
*Ontario Human Rights Commission*  
1538 LaSalle Blvd.  
**Sudbury P3A 1Z7**  
705-566-3071  
705-566-1414 (Occupational Health)

*Mine Rescue Station*  
P.O. Box 65  
**Sudbury P3E 4N3**  
705-566-4344

*Mining Health & Safety*  
60 Cedar Street  
**Sudbury P3B 3X2**  
505-673-6731

*Mining Health & Safety*  
112 The Kingsway  
**Sudbury P3B 2E5**  
505-566-2210

*Workmen's Compensation Board*  
24 Elm Street West  
**Sudbury P3C 1V3**  
505-673-6701

*Administrative Operations*  
*Construction Health & Safety*  
*Employment Standards*  
*Industrial Health & Safety*  
*Mining Health & Safety*  
*Ontario Human Rights Commission*  
135 James Street South  
**Thunder Bay P7E 6E3**  
807-475-1691 or 475-1693

*Workmen's Compensation Board*  
West Arthur Place, Room 101  
1265 Arthur Street East  
**Thunder Bay "F"**  
807-623-4545

*Administrative Operations*  
*Construction Health & Safety*  
*Employment Standards*  
*Industrial Health & Safety*  
*Mining Health & Safety*  
*Ontario Human Rights Commission*  
273 Third Avenue  
**Timmins P4N 1E2**  
705-267-6231

*Workmen's Compensation Board*  
273 Third Avenue, Suite 204  
**Timmins P4N 7H9**  
705-267-6427

*Ontario Human Rights Commission*  
400 University Avenue  
**Toronto M7A 1T7**  
416-965-6841

*Workmen's Compensation Board*  
Head Office  
2 Bloor Street East  
**Toronto M4W 3C3**  
416-965-8851

*Workmen's Compensation Board*  
Information Office  
952 College Street  
**Toronto M6H 1A5**  
416-965-8864

*Workmen's Compensation Board*  
Information Office  
1780 Weston Road  
**Toronto M9N 1V8**  
416-248-7131

*Industrial Health & Safety*  
Toronto District Office  
Sheppard Avenue East, 2nd Floor  
**Willowdale M2N 5X5**  
416-224-1606

*Administrative Operations*  
*Construction Health & Safety*  
*Employment Standards*  
*Industrial Health & Safety*  
*Ontario Human Rights Commission*  
500 Ouellette Avenue  
**Windsor N9A 1B3**  
519-256-8278 or 256-3611  
519-264-2234 (Ontario Human Rights Commission)

*Workmen's Compensation Board*  
787 Ouellette Avenue  
**Windsor N9A 4J4**  
519-256-3461

**MINISTRY OF NATURAL  
RESOURCES**

**Regional & District Offices**

108 Saturn Ave.  
**Atikokan P0T 1C0**  
807 597-6971

353 Talbot St. W.  
**Aylmer N5H 1S8**  
510 773-9241

Box 500  
**Bancroft K0L 1C0**  
613 332-3940

62 Queen St., Box 190  
**Blind River P0R 1B0**  
705 356-2234

Box 1138  
**Bracebridge P0B 1C0**  
705 645-5244

101 Water St. W.  
**Brockville K6V 5Y8**  
613 342-8254

R.R. #1, Beaverdale Rd.  
**Cambridge N3C 2V3**  
519 658-9356

34 Birch St.  
**Chapleau P0M 1K0**  
705 864-1710

Kent County Municipal Bldg.  
435 Grand Ave. W., Box 1168  
**Chatham N7M 5L8**  
519 354-7340

*Northern Region*  
140 Fourth Ave., Box 3000  
**Cochrane P0L 1C0**  
705 272-4287

2 Third Ave., Box 730  
**Cochrane P0L 1C0**  
705 272-4365

113 Amelia St.  
**Cornwall K6H 3P1**  
613 933-1774

*Leslie M. Frost Natural Resources Centre*  
**Dorset P0A 1E0**  
705 766-2451

Box 3000  
**Dryden P8N 3B3**  
807 223-3341

Box 1340  
**Espanola P0P 1C0**  
705 869-1330

Hwy 20, Box 1070  
**Fonthill L0S 1E0**  
416 892-2656

922 Scott St.  
**Fort Frances P9A 1J4**  
807 274-5337

Box 640  
**Geraldton P0T 1M0**  
807 854-1030

**Gogama P0M 1W0**  
705 894-2000

Box 670  
**Hearst P0L 1N0**  
705 362-4346

*Algonquin Region*  
Brendale Sq. Box 9000  
**Huntsville P0A 1K0**  
705 789-9611

Construction Depot  
Box 1119  
**Huntsville P0A 1K0**  
705 789-4471

Box 448  
**Ignace P0T 1T0**  
307 934-2233

5 Government Rd.  
**Kapuskasing P5N 2W4**  
705 335-6191

*Eastern Region*  
Provincial Government Bldg.  
South Boundary Rd.  
**Kemptville K0G 1J0**  
613 258-3413

*Northwestern Region*  
808 Robertson St., Box 5160  
**Kenora P9N 3X9**  
807 468-3111

Box 5080  
**Kenora P9N 3X9**  
807 468-9841

Box 239  
**Lanark K0G 1K0**  
613 259-2108

322 Kent St. W.  
Ontario Government Bldg.  
**Lindsay K9V 2Z9**  
705 324-6121

*Southwestern Region*  
1106 Dearness Dr.  
**London N6E 1N9**  
519 681-5350

**Maple L0J 1E0**  
416 832-2761

**Midhurst L0L 1X0**  
705 728-2900

**Minden K0M 2K0**  
705 286-1521

Box 190  
**Moosonee P0L 1Y0**  
705 336-2987

P.O. Box 3040  
**Napanee K7R 3M8**  
613 354-2173

Box 970  
**Nipigon P0T 2J0**  
807 887-2120

Box 3070  
**North Bay P1B 8K7**  
705 474-5550

611 – 9th Ave. E.  
**Owen Sound N4K 3E4**  
519 376-3860

4 Miller St.  
**Parry Sound P2A 1S8**  
705 746-2141

Riverside Dr., Box 220  
**Pembroke K8A 6X4**  
613 732-3661

**Ramsayville K0A 2Y0**  
613 822-2525

Box 323  
**Red Lake P0V 2M0**  
807 727-2531

*Central Region*  
10670 Yonge St.  
**Richmond Hill L4C 3C9**  
416 884-9203

69 Church St., Box 130  
**Sault Ste. Marie P6A 5L5**  
705 949-1231

*Fisheries Research*  
*Lake Superior & Geological Br*  
875 Queen St. E.  
**Sault Ste. Marie P6A 2B4**  
705-942-1411, 1414

*Forest Research*  
1219 Queen St. E.  
**Sault Ste. Marie P6A 5M7**  
705 949-9461

*Mining Recorders Office*  
75 Elgin St.  
**Sault Ste. Marie P6A 2Y4**  
705 254-6884

645 Norfolk St. N.  
**Simcoe N3Y 3R2**  
519 426-7650

Box 309  
**Sioux Lookout P0V 2T0**  
807 737-1140

*Northeastern Region*  
174 Douglas St. W.  
**Sudbury P3E 1G1**  
705 673-1111

P.O. Box 3500, Stn A  
**Sudbury P3A 4S2**  
705 522-7823

1112 Kingsway  
**Sudbury P3B 2E5**  
705 566-2210

Box 129  
**Swastika P0K 1T0**  
705 642-3222

*Fisheries Research*  
R.R. # 1  
**Tehkummah P0P 2C0**  
705 859-3137

Box 38  
**Temagami P0H 2H0**  
705 569-3622

Box 280  
**Terrace Bay P0T 2W0**  
807 825-3205

*North Central Region*  
Thunder Bay District  
435 James St. S., Box 5000  
**Thunder Bay F, P7C 5G6**  
807 475-1261, 1511

60 Wilson St.  
**Timmins P4N 2S7**  
705 267-1401

896 Riverside Dr.  
**Timmins P4N 3W2**  
705 264-1262

Metcalf St.  
**Tweed K0K 3J0**  
613 478-2330

22 Mission Rd., Box 1160  
**Wawa P0S 1K0**  
705 856-2396

200 Winnipeg St.  
**White River P0M 3G0**  
807 822-2250

**Whitney K0J 2M0**  
705 637-2780

Box 490, Highway 4S.  
**Wingham N0G 2W0**  
519 357-3131

# MINISTRY OF NORTHERN AFFAIRS

## Regional & Area Offices Northern Affairs Offices

23 Marks St.  
**Atikokan P0T 1C0**  
807 597-2701

13 Lawton St.  
**Blind River P0R 1B0**  
705 356-2226

8 Birch St.  
**Chapleau P0M 1K0**  
705 864-1515

161 Sixth Ave  
**Cochrane P0L 1C0**  
705-272-4274

18 King St.  
**Dryden P8N 1B1**  
807 223-5231

10 Brunswick Walk  
**Elliot Lake P5A 2A8**  
705 848-7133

100 Tudhope St.  
**Espanola P0P 1C0**  
705 869-1532

529 Mowat Avenue  
**Fort Frances P9A 1Z1**  
807 274-5329

103 Main St.  
**Geraldton P0T 1M0**  
807 854-0266

Northern Seasons Motel  
915 George St.  
**Hearst P0L 1N0**  
705 362-4358

200 Beaver St.  
**Ignace P0T 1T0**  
807 934-2260

253 Ambridge Dr.  
**Iroquois Falls P0K 1E0**  
705 232-4001

Model City Mall  
**Kapuskasing P5N 2E7**  
705 335-6008

*Northwestern Regional Office*  
12 Main St. S.  
Box 5000  
**Kenora P9N 3X9**  
807 468-3135

12 Main St. S.  
**Kenora P9N 3X1**  
807 468-5548

32A Prospect Avenue  
**Kirkland Lake P2N 3K1**  
705 567-3291

Peninsula Building.  
P.O. Box 280  
**Marathon P0T 2E0**  
807 229-1153

Christ the King Church  
P.O. Box 307  
**Moosonee P0L 1Y0**  
705 336-2991

Wagg's General Store  
Main Street  
**Mindemoya P0P 1S0**  
705 377-5396

310 Whitewood Avenue  
**New Liskeard P0J 1P0**  
705 647-7391

267 Main St. W.  
**North Bay P1B 2T8**  
705 472-3911

408 Atwood Ave.  
**Rainy River P0W 1L0**  
807 852-3287

242 Howey Street  
**Red Lake P0V 2M0**  
807 727-2870

*Northeastern Regional Office*  
421 Sault Ste Marie  
Ste 301  
**Sault Ste. Marie P6A 1X3**  
705 942-0100

444 Queen St. E.  
**Sault Ste. Marie P6A 1Z7**  
705 254-6623

Provincial Building, 2nd Fl  
P.O. Box 147  
**Sioux Lookout P0V 2T0**  
807 737-1318

191 Main St.  
**Sturgeon Falls P0H 2G0**  
705 753-2900

*Northeastern Area Office*  
174 Douglas St. W.  
**Sudbury P3E 1G1**  
705 675-5641

1534 LaSalle Blvd.  
**Sudbury P8A 1Z7**  
705 560-0121

*Northwestern Area Office*  
435 James St. S.  
Box 5000  
**Thunder Bay P7E 6E3**  
807 475-1585

140 South May St.  
**Thunder Bay P7E 1B3**  
807 475-1425

60 Wilson Ave.  
**Timmins P4N 2S7**  
705 267-1401

55 Broadway Ave.  
**Wawa P0S 1K0**  
705 856-2354

**MINISTRY OF REVENUE****Regional Assessment Offices  
Retail Sales Tax Br**

*Assessment Office*  
109 Ferris Land  
**Barrie L4M 2Y1**  
705 728-2270  
(Simcoe)

*Retail Sales Tax*  
208 Dundas St. E.  
**Belleville K8N 1E3**  
613 962-9108

*Assessment Office*  
P.O. Box 150, Hwy 11  
Pine Street E.  
**Bracebridge P0B 1C0**  
705 645-5204  
(Muskoka)

*Assessment Office*  
63 Charing Cross St  
P.O. Box 1176  
**Brantford N3T 5T3**  
519 759-6310  
(Brant, Haldimand-Norfolk)

*Assessment Office*  
P.O. Box 712  
95 Parkdale Ave  
**Brockville K6V 5V8**  
613 342-8242  
(Lanark-Leeds, Grenville)

*Assessment Office*  
150 Main St  
**Cambridge N1R 1W3**  
519 623-5210  
(Waterloo)

*Assessment Office*  
P.O. Box 1140  
435 Grand Avenue W.

**Chatham N7M 5L8**  
519 354-5460  
(Kent, Lambton)

*Assessment Office*  
132 Second St. E.  
**Cornwall K6H 5S7**  
613 933-7100  
(Prescott, Russell, Stormont,  
Dundas, Glengarry)

*Assessment Office*  
4 Eva Rd  
**Etobicoke M9C 2A8**  
416 621-9400  
(Etobicoke, York)

*Assessment Office*  
P.O. Box 190  
57 Napier St  
**Goderich N7A 3Z2**  
519 524-7326  
(Huron, Perth)

*Assessment Office*  
286 Victoria Rd. N.  
**Guelph N1E 5J3**  
519 821-7440  
(Dufferin, Wellington)

*Assessment Office*  
447 Main St. E.  
**Hamilton L8N 1K1**  
416 528-8621  
(Wentworth)

*Retail Sales Tax*  
361 King St. W.  
**Hamilton L8P 1B4**  
416 528-8393

*Assessment Office*  
1055 Princess St.  
**Kingston K7L 4Y8**  
613 546-3801  
(Frontenac, Lennox, Addington)

*Retail Sales Tax*  
449 Belmont Avenue W.  
**Kitchener N2M 1N2**  
519 744-6318

*Assessment Office*  
P.O. Box 267  
33 Lindsay St. S.  
**Lindsay K9V 4S1**  
(Haliburton, Peterborough,  
Victoria)

*Assessment Office*  
Treasure Island Plaza  
R.R. #4  
**London N6A 4B8**  
519 681-0050  
(Elgin, Middlesex, Oxford)

*Retail Sales Tax*  
310 Wellington Rd.  
**London N6C 4P4**  
519 433-4033

*Assessment Office*  
55 City Centre Dr.  
**Mississauga L5B 2C8**  
416 270-8050  
(Halton-Peel)

*Assessment Office*  
460 Oak St  
**Newmarket L3Y 3X6**  
416 920-2372  
(York)

*Assessment Office*  
P.O. Box 167  
1650 Harriet St.  
**North Bay P1B 8H2**  
705 474-6150  
(Nipissing, Parry Sound)

*Retail Sales Tax*  
1500 Fisher St.  
Northgate Plaza

**North Bay P1B 2H3**  
705 474-4900

*Retail Sales Tax*  
19 Front St. N.  
P.O. Box 670  
**Orillia L3V 6K5**  
705 325-9587

*Assessment Office*  
1729 Bank St  
**Ottawa K1G 3S5**  
613 731-2620  
(Ottawa-Charleton)

*Retail Sales Tax*  
Hampton Park Plaza  
1419 Carling Ave.  
**Ottawa K1Z 7L7**  
613 728-5887

*Assessment Office*  
P.O. Box 670  
345 Eighth St  
**Owen Sound N4K 5R4**  
519 371-1121  
(Bruce, Grey)

*Assessment Office*  
24 Pembroke St. W.  
**Pembroke K8A 5M3**  
613 735-0181  
(Renfrew)

*Assessment Office*  
43 Church St.  
Landmark Building  
**St. Catharines L2R 7A7**  
416 688-0233  
(Niagara)

*Assessment Office*  
180 Brock St.  
**Sault Ste. Marie P6A 3B7**  
705 949-3941  
(Algoma)

*Assessment Office*  
 7 Overlea Boulevard  
**Scarborough M4H 1A8**  
 416 423-1240  
 (East York)

*Assessment Office*  
 1177 Barrydowne Rd.  
**Sudbury P3A 3V4**  
 705 566-8200  
 (Manitoulin, Sudbury)

*Retail Sales Tax*  
 1536 LaSalle Blvd.  
**Sudbury P3A 1Z7**  
 705 674-3151

*Assessment Office*  
 55 Doncaster Ave.  
**Thornhill L3T 1L7**  
 416 889-9503  
 (North York)

*Assessment Office*  
 115 Johnson Ave  
**Thunder Bay P7B 2V9**  
 807 345-1221  
 (Kenora, Rainy River, Thunder Bay)

*Retail Sales Tax*  
 435 James St. S.  
 P.O. Box 5000  
**Thunder Bay P7C 5G6**  
 807 475-1681

*Assessment Office*  
 145 Wilson Ave.  
**Timmins P4N 2T2**  
 705 264-9455  
 (Cochrane, Timiskaming)

*Assessment Office*  
 2221 Yonge St  
**Toronto M4S 2B4**  
 416 386-6300

*Retail Sales Tax*  
 2300 Yonge St.  
 10th Floor St.  
**Toronto M4P 1H6**  
 416 487-7161

*Assessment Office*  
 P.O. Box 520  
 80 Division St.  
**Trenton K8V 5R7**  
 613 392-2501  
 (Northumberland, Hastings,  
 Prince Edward)

*Retail Sales Tax*  
 76 Division St.  
**Welland L3B 3Z7**  
 416 742-1318

*Assessment Office*  
 605 Rossland Rd. E.  
**Whitby L1N 5S1**  
 416 668-9351  
 (Durham)

*Assessment Office*  
 250 Windsor Ave.  
**Windsor N9A 6V9**  
 519 254-3771  
 (Essex)

*Retail Sales Tax*  
 250 Windsor Ave.  
**Windsor N9A 6V9**  
 519 254-3771

**MINISTRY OF THE SOLICITOR  
GENERAL**

**Fire Services Advisers  
Regional Coroner's Offices  
OPP District Headquarters (HQ)**  
(OPP detachments are not listed here.  
To contact closest detachment in case  
of an emergency, dial Operator and  
ask for Zenith 50,000.)

*OPP District HQ*  
20 Rose St., Box 550  
**Barrie L4M 4T7**  
705 726-7160  
(Muskoka, Dufferin, Simcoe)

*Fire Services Adviser*  
252 College St. W.  
**Belleville K8P 2H5**  
613 962-6391  
(Frontenac, Hastings, Lennox &  
Addington,  
Northumberland, Peterborough, Prince  
Edward)

*OPP District HQ*  
400 North Front St., Box 148  
**Belleville K8N 4Z9**  
613 968-6495  
(Frontenac, Prince Edward, Hastings,  
Lennox, Addington)

*Regional Coroner's Office*  
210 Dundas St. E., Ste. 305  
**Belleville K8N 1B3**  
613 966-4944  
(East Central)

*Regional Coroner's Office*  
Box 568, Riverside Centre  
**Bracebridge P0M 1C0**  
705 645-8733  
(South Georgian)

*Fire Services Adviser*  
6 Stewart Drive  
**Burford N0E 1A0**  
519 449-5108  
(Brant, Hamilton-Wentworth,  
Haldimand-Norfolk,  
Oxford, Niagara)

*OPP District HQ*  
1160 North Shore Blvd. E.  
Box 5021  
**Burlington L7R 3Y8**  
416 681-2591  
(Hamilton-Wentworth, Halton,  
Haldimand-Norfolk, Brant)

*OPP District HQ*  
317 Queen St. Box 990  
**Chatham N7M 5L6**  
519 352-7660  
(Essex, Lambton, Kent)

*Fire Services Adviser*  
1402 First St. E.  
**Cornwall K6H 1P4**  
613 932-4677  
(Leeds & Grenville, Prescott & Russell,  
Stormont, Dundas & Glengarry)

*OPP District HQ*  
Highway 401 & Keele St.  
Box 327  
**Downsview M3M 3A6**  
416 248-3151  
(Peel, York, Durham)

*Regional Coroner's Office*  
479 Government Rd., Box 3000  
**Dryden P8N 3B3**  
807 223-6956  
(Kenora)

*Fire Services Adviser*  
57 Rosewood Ave.  
**Guelph K6H 1P4**  
519 824-3410  
(Bruce, Grey, Huron, Perth,  
Waterloo, Wellington)

*Fire Services Adviser*

14 Rickey Place  
**Kanata K2L 2E3**  
 705 836-2830  
 (Lanark, Renfrew, Ottawa-Carleton)

*OPP District HQ*

222 Water St., Box 1080  
**Kenora P9N 3X7**  
 807 468-8971  
 (Kenora, Rainy River)

*Fire Services Adviser*

1852 Wavell St.  
**London N5W 2E4**  
 519 455-3090  
 (Elgin, Essex, Kent, Lambton, Middlesex)

*OPP District HQ*

823 Exeter Rd., Box 3143  
**London N6A 4J4**  
 (Elgin, Middlesex, Oxford)

*OPP District HQ*

Mille Roches Rd., Box 430  
**Long Sault K0C 1P0**  
 613 534-2209  
 (Ottawa-Carleton, Dundas, Russell, Stormont, Prescott, Glengarry)

*OPP District HQ*

630 Main St. N., Box 250  
**Mount Forest N0G 2L0**  
 816 843-1031  
 (Waterloo, Bruce, Grey, Huron, Perth, Wellington)

*OPP District HQ*

Chippewa & Rose Ave., Box 686  
**North Bay P1B 8J8**  
 705 476-5200  
 (Nipissing, Parry Sound)

*Fire Services Adviser*

337 Leonard Ave.  
**North Bay P1B 4K5**  
 705 472-5003  
 (Algoma, Manitoulin, Nipissing, Parry Sound North, Sudbury)

*Fire Services Adviser*

14 Dalton Crescent  
**Orillia L3V 5J5**  
 705 325-8204  
 (Haliburton, Muskoka, Parry Sound South, Simcoe, Victoria)

*Fire Services Adviser*

599 Bond St. E.  
**Oshawa L1G 1C3**  
 416 576-0783

*Regional Coroner's Office*

16 Seguin St. Ste 9  
**Parry Sound P2A 1B1**  
 705 746-2123  
 (Nipissing)

*OPP District HQ*

75 Dufferin St., Box 160  
**Perth K7H 3E3**  
 (Lanark, Leeds, Grenville, Renfrew)

*OPP District HQ*

Highway 7, Box 477  
**Peterborough K9J 6Z6**  
 705 748-5522  
 (Durham, Northumberland, Peterborough, Victoria, Haliburton)

*Regional Coroner's Office*

43 Church St., Box 580  
**St. Catharines L2R 6W8**  
 416 682-9209  
 (Niagara)

*OPP District HQ*

740 Great Northern Rd  
Box 399  
**Sault Ste. Marie P6A 5M1**  
705 254-4361  
(Algoma)

*OPP District Headquarters*

Highway 101, Box 700  
**South Porcupine P0N 1H0**  
705 235-3255  
(Cochrane)

*OPP District HQ*

20 Young St. W., Box 666  
**Sudbury P3E 4R6**  
705 675-1361  
(Sudbury)

*Fire Services Adviser*

215 Rockwood Ave. S.  
Postal Station P  
**Thunder Bay P7B 4K5**  
807 345-2029  
(Kenora, Rainy River, Thunder Bay)

*Fire Services Adviser*

408 Kingsway  
**Thunder Bay P7E 2A7**  
807 623-8981  
(Kenora, Rainy River, Thunder Bay)

*OPP District HQ*

489 N. Algoma St.  
Box 3080  
**Thunder Bay P7B 5G5**  
807 344-8421  
(Thunder Bay)

*Fire Services Adviser*

498 Westmount Blvd.  
**Timmins P4N 7L5**  
705 267-5998  
(Cochrane, Timiskaming)

*Regional Coroner's Office*

26 Grenville St., 2nd Fl  
**Toronto M7A 2G9**  
416 965-6678  
(York)

*Fire Services Adviser*

25 Patika Ave.  
**Weston M6N 2E7**  
416 247-2382  
(Dufferin, Durham, Halton, Metro  
Toronto, Peel, York)

# MINISTRY OF TRANSPORTATION AND COMMUNICATIONS

## Operations Division Drivers & Vehicles

*Operations*  
64 Monck Rd  
**Bancroft K0L 1C0**  
613 332-3220

*Operations*  
P.O. Box 5020  
1182 North Shore Blvd E.  
**Burlington L7R 3Z9**  
416 527-9131

*Operations*  
P.O. Box 910  
60 Keil Dr  
**Chatham N7M 5L3**  
519 354-1400

*Operations*  
50 Third Ave  
**Cochrane P0L 1C0**  
705 272-4333

*Operations Regional Office*  
3501 Dufferin St.  
**Downsview M3K 1N6**  
416 248-3458  
(Central Region)

*Drivers & Vehicles Regional Office*  
1201 Wilson Ave  
**Downsview M3M 1J8**  
416 248-7163

*Operations*  
1201 Wilson Ave  
**Downsview M3M 1J8**  
416 248-3335

*Operations*  
207 Main St. W.

**Huntsville P0A 1K0**  
705 789-2391

*Drivers & Vehicles*  
225 Matheson St.  
**Kenora P9N 3X8**  
807 468-9715

*Operations*  
P.O. Box 5070  
808 Robertson St.  
**Kenora P9N 3X9**  
807 468-6494

*Operations Regional & District Offices*  
Postal Bag 4000  
355 Counter St.  
**Kingston K7L 5A3**  
613 544-2220  
(Eastern Region)

*Drivers & Vehicles Regional & District Offices*  
533 Montreal St.  
**Kingston K7K 3H9**  
613 544-2220  
(Eastern Region)

*Drivers & Vehicles*  
524 Belmont Ave. W.  
**Kitchener N2M 5E3**  
519 268-8312

*Operations*  
*Drivers & Vehicles Regional & District Offices*  
659 Exeter Rd  
P.O. Box 6008  
**London N5V 2Y4**  
519 681-1441  
(Southwestern)

*Drivers & Vehicles*  
2520 Dixie Rd. S.  
**Mississauga L4Y 2A5**  
416 279-5305  
(Toronto West)

*Operations*

P.O. Box 1390  
500 Rockley Rd  
**New Liskeard P0J 1P0**  
705 647-6761

*Operations*

*Drivers & Vehicles Regional & District  
Offices*

447 McKeown Ave  
P.O. Box 3030  
**North Bay P1B 8L2**  
705 472-7900  
(Northern Region)

*Drivers & Vehicles*

1570 Walkley Rd  
**Ottawa K1V 6P5**  
613 731-1760  
(Eastern Region)

*Operations*

530 Tremblay Rd  
**Ottawa K1G 0E4**  
613 745-6841

*Operations*

1450 Seventh Ave. E.  
**Owen Sound N4K 2Z2**  
519 376-7350

*Operations*

138 Port Hope St. N.  
**Port Hope L1A 2P1**  
416 885-6381

*Operations*

P.O. Box 500  
160 MacDougall St.  
**Sault Ste. Marie P6A 5M6**  
705 256-5682

*Drivers & Vehicles*

370 Lake St  
**Sault Ste. Marie P6B 3L1**  
705 254-4365

*Drivers & Vehicles*

773 Warden Ave, Ste 4  
**Scarborough M1L 4C2**  
416 752-7880  
(Toronto East)

*Drivers & Vehicles*

370 Kenora Ave. N.  
**Stoney Creek L8E 2W2**  
416 639-6276  
(Hamilton)

*Operations*

581 Huron St.  
**Stratford N5A 5T8**  
519 271-3550

*Operations*

Box 7000, Station A  
**Sudbury P3A 4S2**  
705 522-9380

*Operations*

*Drivers & Vehicles Regional & District  
Offices*

P.O. Box 1177 F  
801 W. Walsh St.  
**Thunder Bay P7C 4X9**  
807 577-6451  
(Northwestern)

*Drivers & Vehicles*

83 Algonquin Blvd. W.  
**Timmins P4N 2R4**  
705 264-5349

*Drivers & Vehicles*

2090 Wyandotte St. E.  
**Windsor N8Y 1E6**  
519 268-8312

## ONTARIO HYDRO

### Regional Offices

93 Bell Farm Rd.  
**Barrie L4M 1H1**  
705 728-5521  
(Georgian Bay)

420 Dundas St. E.  
**Belleville K8N 5C3**  
613 968-6721  
(Eastern Region)

P.O. Box 157  
1053 Main St. W.  
**Hamilton L8N 3B9**  
416 529-7111  
(Niagara)

P.O. Box 5365, Terminal A  
**London N6A 4P2**  
519 681-1390  
(Western)

P.O. Box 3060  
590 Graham Drive  
**North Bay P1B 8L4**  
705 472-8000  
(Northeastern)

34 Cumberland St. N.  
Postal Station P  
**Thunder Bay P7A 4L5**  
807 344-2411  
(Northwestern)

# Legislative Assembly of Ontario

## Alphabetical List of Constituencies

For alphabetical list of Members and Constituency Office address and telephone number, see Members and Constituency Offices (following pages).

Constituency	Member	Constituency	Member
<b>Outside Metro Toronto:</b>			
Algoma	Wildman, Bud	Halton-Burlington	Reed, Julian
Algoma-Manitoulin	Lane, John	Hamilton Centre	Davison, Michael
Brampton	Davis, Hon. William G.	Hamilton East	MacKenzie, Bob
Brantford	Makarchuk, Mac	Hamilton Mountain	Charlton, Brian
Brant-Oxford-Norfolk	Nixon, Robert F.	Hamilton-Wentworth	Isaacs, Colin
Brock	Welch, Hon. Robert	Hamilton West	Smith, Dr. Stuart L.
Burlington South	Kerr, George A.	Hastings-Peterborough	Rollins, Clarke T.
Cambridge	Davidson, Monty	Huron-Bruce	Gaunt, Murray
Carleton	Handleman, Sidney B.	Huron-Middlesex	Riddell, Jack
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## Ministerial Responsibility for Acts

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|--|--|
| Abandoned Orchards Act (Agriculture & Food)                                  | Animals for Research Act (Agriculture & Food)                              |
| Absconding Debtors Act (Attorney General)                                    | Anti-Inflation Agreement Act, 1976 (Attorney General)                      |
| Absentees Act (Attorney General)   | Apportionment Act (Consumer & Commercial Relations)                        |
| Accidental Fires Act (Attorney General)                                      | Apprenticeship and Tradesmen's Qualification Act (Colleges & Universities) |
| Accumulations Act (Attorney General)   | Arbitrations Act (Attorney General)  |
| Administration of Justice Act (Attorney General)                             | Architects Act (Attorney General)  |
| Age of Majority and Accountability Act, 1971 (Attorney General)              | Archives Act (Culture & Recreation)  |
| Agricultural Associations Act (Agriculture & Food)                           | Art Gallery of Ontario Act (Culture & Recreation)                          |
| Agricultural Committees Act (Agriculture & Food)                             | Artificial Insemination of Live Stock Act (Agriculture & Food)             |
| Agricultural Development Repeal Act, 1973 (Treasury & Economics)             | Arts Council Act (Culture & Recreation)                                    |
| Agricultural Rehabilitation and Development Act Ontario (Agriculture & Food) | Assessment Review Court Act, 1972 (Attorney General)                       |
| Agricultural Representatives Act (Agriculture & Food)                        | Assignments and Preferences Act (Consumer & Commercial Relations)          |
| Agricultural Research Institute of Ontario Act (Agriculture & Food)          | Athletics Control Act (Consumer & Commercial Relations)                    |
| Agricultural Societies Act (Agriculture & Food)                              | Audit Act, 1977 (Provincial Auditor)                                       |
| Agricultural Tile Drainage Installation Act, 1972 (Agriculture & Food)       | Audit Act, 1977 (Treasury & Economics for Changes to Legislation.)         |
| Airports Act (Transportation & Communications)                               | Authorization Act, 1958 (Natural Resources)                                |
| Alcoholism and Drug Addiction Research Foundation Act (Health)               | Bail Act (Attorney General)  |
| Algonquin Forestry Authority Act, 1974 (Natural Resources)                   | Bailiff's Act (Consumer & Commercial Relations)                            |
| Algonquin Provincial Park Extension Act, 1960-61 (Natural Resources)         | Barristers Act (Attorney General)  |
| Aliens' Real Property Act (Attorney General)                                 | Beach Protection Act (Natural Resources)                                   |
| Ambulance Act (Health)   | Beds of Navigable Waters Act (Natural Resources)                           |
| An Act To Confirm the Title of the Government of Canada (Natural Resources)  | Beef Cattle Marketing Act (Agriculture & Food)                             |
| Anatomy Act (Solicitor General)  | Bees Act (Agriculture & Food)  |
|  | Bills of Sale Act (Consumer & Commercial Relations)                        |

- Blind Persons' Allowance Act  
(Community & Social Serv)
- Blind Persons' Rights Act, 1976  
(Attorney General)
- Blind Workmen's Compensation Act  
(Labour)
- Boilers and Pressure Vessels Act  
(Consumer & Commercial Relations)
- Boundaries Act (Consumer &  
Commercial Relations)
- Bread Sales Act (Consumer &  
Commercial Relations)
- Bridges Act (Transportation &  
Communications)
- Brock University Act, 1964 (Colleges &  
Universities)
- Brucellosis Act (Agriculture & Food)
- Building Code Act, 1974 (Consumer &  
Commercial Relations)
- Bulk Sales Act (Attorney General)
- Business Corporations Act (Consumer  
& Commercial Relations)
- Business Practices Act, 1974 (Consumer  
& Commercial Relations)
- Business Records Protection Act  
(Attorney General)
- Canada Company's Land Act (Natural  
Resources)
- Cancer Act (Health)
- Cancer Remedies Act (Health)
- Carleton University Act, 1952 (Colleges  
& Universities)
- Cemeteries Act (Consumer &  
Commercial Relations)
- Centennial Centre of Science and  
Technology Act (Culture &  
Recreation)
- Central Algoma Board of Education  
and Teachers Dispute Act, 1976  
(Education)
- Certification of Titles Act (Consumer &  
Commercial Relations)
- Change of Name Act (Attorney  
General)
- Charitable Gifts Act (Attorney General)
- Charitable Institutions Act (Community  
& Social Serv)
- Charities Accounting Act (Attorney  
General)
- Child Welfare Act, 1978 (Community &  
Social Serv)
- Child Welfare Municipal Payments  
Continuance Act, 1976 (Community  
& Social Serv)
- Children's Institutions Act (Community  
& Social Serv)
- Children's Law Reform Act, 1977  
(Attorney General)
- Children's Mental Health Centres Act  
(Community & Social Serv)
- Children's Mental Health Services Act,  
1978 (Community & Social Serv)
- Children's Mental Hospitals Act  
(Community & Social Serv)
- Children's Probation Act, 1978  
(Community & Social Serv)
- Children's Residential Services Act,  
1978 (Community & Social Serv)
- Children's Services Transfer Act, 1977  
(Community & Social Serv)
- Chiropody Act (Health)
- City of Cornwall Annexation Act, 1974  
(Intergovernmental Affairs)
- City of Hamilton Act, 1975  
(Intergovernmental Affairs)
- City of Hazeldean-March Act, 1978  
(Intergovernmental Affairs)
- City of Nepean Act, 1978  
(Intergovernmental Affairs)
- City of Port Colborne Act, 1974  
(Intergovernmental Affairs)
- City of Thorold Act, 1975  
(Intergovernmental Affairs)
- City of Thunder Bay Act, 1968-69  
(Intergovernmental Affairs)
- City of Timmins-Porcupine Act, 1972  
(Intergovernmental Affairs)
- Co-operative Corporations Act, 1973  
(Consumer & Commercial Relations)
- Co-operative Loans Act (Agriculture &  
Food)

- Collection Agencies Act (Consumer & Commercial Relations)
- Colleges Collective Bargaining Act, 1975 (Colleges & Universities)
- Commissioners for Taking Affidavits Act (Attorney General)
- Commodity Board Members Act, 1976 (Agriculture & Food)
- Commodity Boards and Marketing Agencies Act, 1978 (Agriculture & Food)
- Commodity Futures Act, 1977 (Consumer & Commercial Relations)
- Community Psychiatric Hospitals Act (Health)
- Community Recreation Centres Act, 1974 (Culture & Recreation)
- Commuter Services Act (Transportation & Communications)
- Compensation for Victims of Crime Act, 1971 (Attorney General)
- Condominium Act, 1978 (Consumer & Commercial Relations)
- Conservation Authorities Act (Natural Resources)
- Constitutional Questions Act (Attorney General)
- Construction Hoists Act (Consumer & Commercial Relations)
- Construction Safety Act, 1973 (Labour)
- Consumer Protection Act (Consumer & Commercial Relations)
- Consumer Protection Bureau Act (Consumer & Commercial Relations)
- Consumer Reporting Act, 1973 (Consumer & Commercial Relations)
- Conveyancing and Law of Property Act (Attorney General)
- Coroners Act, 1972 (Solicitor General)
- Corporation Securities Registration Act (Consumer & Commercial Relations)
- Corporations Act (Consumer & Commercial Relations)
- Corporations Information Act, 1976 (Consumer & Commercial Relations)
- Costs of Distress Act (Attorney General)
- County Court Judges' Criminal Courts Act (Attorney General)
- County Courts Act (Attorney General)
- County Judges Act (Attorney General)
- County of Oxford Act, 1974 (Intergovernmental Affairs)
- Credit Unions and Caisses Populaires Act, 1976 (Consumer & Commercial Relations)
- Creditors' Relief Act (Attorney General)
- Crop Insurance Act Ontario (Agriculture & Food)
- Crown Administration of Estates Act (Attorney General)
- Crown Agency Act (Attorney General)
- Crown Attorneys Act (Attorney General)
- Crown Emp Collective Bargaining Act, 1972, As Amended 1974 (Management Board)
- Crown Timber Act (Natural Resources)
- Crown Witnesses Act (Attorney General)
- Day Nurseries Act, (Community & Social Serv)
- Dead Animal Disposal Act (Agriculture & Food)
- Debt Collectors Act (Consumer & Commercial Relations)
- Dental Technicians Act (Health)
- Denture Therapists Act, 1974 (Health)
- Deposits Regulation Act (Consumer & Commercial Relations)
- Development Corporations Act, 1973 (Industry & Tourism)
- Developmental Services Act, 1974 (Community & Social Serv)
- Devolution of Estates Act (Attorney General)
- Disabled Persons Allowances Act (Community & Social Serv)
- Discriminatory Business Practices Act, 1978 (Consumer & Commercial Relations)

- Disorderly Houses Act (Attorney General)
- District Municipality of Muskoka Act (Intergovernmental Affairs)
- District Welfare Administration Boards Act (Community & Social Serv)
- Dog Licensing and Live Stock and Poultry Protection Act (Agriculture & Food)
- Dominion Courts Act (Attorney General)
- Drainage Act, 1975 (Agriculture & Food)
- Drugless Practitioners Act (Health)
- Edible Oil Products Act (Agriculture & Food)
- Education Act, 1974 (Education)
- Egress From Public Buildings Act (Consumer & Commercial Relations)
- Egress From Public Buildings Act (Solicitor General)
- Elderly Persons Centres Act (Community & Social Serv)
- Elderly Persons' Housing Aid Act (Housing)
- Election Act (Premier's Office)
- Election Finances Reform Act, 1975 (Assembly Office)
- Elevators and Lifts Act (Consumer & Commercial Relations)
- Employees' Health and Safety Act, 1976 (Labour)
- Employment Agencies Act (Labour)
- Employment Standards Act, 1974 (Labour)
- Endangered Species Act, 1971 (Natural Resources)
- Energy Act, 1971 (Consumer & Commercial Relations)
- Environmental Assessment Act, 1975 (Environment)
- Environmental Protection Act, 1971 (Environment)
- Escheats Act (Attorney General)
- Essex County French-Language Secondary School Act, 1977 (Education)
- Estreats Act (Attorney General)
- Evidence Act (Attorney General)
- Execution Act (Attorney General)
- Executive Council Act (Premier's Office)
- Expropriations Act (Attorney General)
- Extra-Judicial Services Act (Attorney General)
- Factors Act (Consumer & Commercial Relations)
- Family Benefits Act (Community & Social Serv)
- Family Law Reform Act, 1978 (Attorney General)
- Farm Income Stabilization Act, 1976 (Agriculture & Food)
- Farm Loans Act (Treasury & Economics)
- Farm Loans Adjustment Act (Treasury & Economics)
- Farm Products Containers Act (Agriculture & Food)
- Farm Products Grades and Sales Act (Agriculture & Food)
- Farm Products Marketing Act (Agriculture & Food)
- Farm Products Payments Act (Agriculture & Food)
- Ferries Act (Transportation & Communications)
- Financial Administration Act (Treasury & Economics)
- Fines and Forfeitures Act (Attorney General)
- Fire Accidents Act (Solicitor General)
- Fire Departments Act (Solicitor General)
- Fire Fighters' Exemption Act (Solicitor General)
- Fire Guardians Act (Intergovernmental Affairs)
- Fire Marshals Act (Solicitor General)
- Fires Extinguishment Act (Intergovernmental Affairs)

Fish Inspection Act (Natural Resources)	Guarantée Companies Securities Act (Consumer & Commercial Relations)
Fisheries Act Canada (Natural Resources)	Habeas Corpus Act (Attorney General)
Fisheries Loans Act (Natural Resources)	Haliburton Act (Intergovernmental Affairs)
Flag Act (Gov't Services)	Health Disciplines Act, 1974 (Health)
Floral Emblem Act (Gov't Services)	Health Insurance Act, 1972 (Health)
Fluoridation Act (Health)	Highway Traffic Act (Transportation & Communications)
Foreign Cultural Objects Immunity From Seizure Act, 1978 (Culture & Recreation)	Historical Parks Act 1972 (Natural Resources)
Forest Fires Prevention Act (Natural Resources)	Historical Parks Act, 1972 (Culture & Recreation)
Forest Tree Pest Control Act (Natural Resources)	Homemakers and Nurses Services Act (Community & Social Serv)
Forestry Act (Natural Resources)	Homes for Retarded Persons Act (Community & Social Serv)
Fraudulent Conveyances Act (Attorney General)	Homes for Special Care Act (Health)
Fraudulent Debtors Arrest Act (Attorney General)	Homes for the Aged and Rest Homes Act (Community & Social Serv)
Freshwater Fish Marketing Act Ontario (Natural Resources)	Horticultural Societies Act (Agriculture & Food)
Fruits and Vegetables Produce-for- Processing Act, 1974 (Agriculture & Food)	Hospital Labour Disputes Arbitration Act (Labour)
Frustrated Contracts Act (Attorney General)	Hospitals and Charitable Institutions Inquiries Act (Attorney General)
Funeral Services Act, 1976 (Health)	Hotel Fire Safety Act, 1971 (Solicitor General)
Fur Farms Act, 1971 (Agriculture & Food)	Hotel Registration of Guests Act (Attorney General)
Game and Fish Act (Natural Resources)	Housing Development Act (Housing)
Gaming Act (Attorney General)	Human Tissue Gift Act, 1971 (Solicitor General)
Gananoque Lands Act (Natural Resources)	Hunter Damage Compensation Act (Agriculture & Food)
Gas and Oil Leases Act (Natural Resources)	Hypnosis Act (Health)
Gasoline Handling Act (Consumer & Commercial Relations)	Income Tax Discounters Act, 1977 (Consumer & Commercial Relations)
General Sessions Act (Attorney General)	Indian Welfare Services Act (Community & Social Serv)
General Welfare Assistance Act (Community & Social Serv)	Industrial and Mining Lands Compensation Act (Natural Resources)
Government Contracts Hours and Wages Act (Labour)	Industrial Safety Act, 1971 (Labour)
Grain Elevator Storage Act (Agriculture & Food)	Industrial Standards Act (Labour)
	Infants Act (Attorney General)

- Innkeepers Act (Attorney General)
- Insurance Act (Consumer & Commercial Relations)
- Interpretation Act (Attorney General)
- Investment Contracts Act (Consumer & Commercial Relations)
- Judges' Orders Enforcement Act (Attorney General)
- Judicature Act (Attorney General)
- Judicial Review Procedure Act, 1971 (Attorney General)
- Junior Farmer Establishment Act (Agriculture & Food)
- Juries Act, 1974 (Attorney General)
- Justices of the Peace Act (Attorney General)
- Kirkland Lake Board of Education and Teachers Dispute Act, 1976 (Education)
- Labour Relations Act (Labour)
- Lac Seul Conservation Act (Natural Resources)
- Lake of the Woods Control Board Act (Natural Resources)
- Lake Superior Board of Education Act, 1976 (Education)
- Lakehead University Act, 1965 (Colleges & Universities)
- Lakes and Rivers Improvement Act (Natural Resources)
- Land Titles Act (Consumer & Commercial Relations)
- Landlord and Tenant Act (Attorney General)
- Laurentian University of Sudbury Act, 1960 (Colleges & Universities)
- Law Society Act (Attorney General)
- Legal Aid Act (Attorney General)
- Legislative Assembly Act (Assembly Office)
- Legislative Assembly Retirement Allowances Act, 1973 (Assembly Office)
- Libel and Slander Act (Attorney General)
- Lieutenant Governor Act (Premier's Office)
- Lightning Rods Act (Solicitor General)
- Limitations Act (Attorney General)
- Limited Partnerships Act (Consumer & Commercial Relations)
- Line Fences Act (Intergovernmental Affairs)
- Liquor Control Act, 1975 (Consumer & Commercial Relations)
- Liquor Licence Act, 1975 (Consumer & Commercial Relations)
- Live Stock and Live Stock Products Act (Agriculture & Food)
- Live Stock Branding Act (Agriculture & Food)
- Live Stock Community Sales Act (Agriculture & Food)
- Live Stock Medicines Act, 1973 (Agriculture & Food)
- Loan and Trust Corporations Act (Consumer & Commercial Relations)
- Local Improvement Act (Intergovernmental Affairs)
- Local Roads Boards Act (Transportation & Communications)
- Lord's Day Ontario Act (Attorney General)
- Management Board of Cabinet Act, 1971 (Management Board)
- Manitoba Ontario Lake St. Joseph Diversion Agreement (Natural Resources)
- Marine Insurance Act (Consumer & Commercial Relations)
- Marriage Act, 1977 (Consumer & Commercial Relations)
- Master and Servant Act (Attorney General)
- Matrimonial Causes Act (Attorney General)
- McMaster University Act, 1957 (Colleges & Universities)
- McMichael Canadian Collection Act, 1972 (Culture & Recreation)

Meat Inspection Act Ontario  
 (Agriculture & Food)  
 Mechanics' Lien Act (Attorney General)  
 Mental Health Act (Health)  
 Mental Hospitals Act (Health)  
 Mental Incompetency Act (Attorney  
 General)  
 Mercantile Law Amendment Act  
 (Attorney General)  
 Metropolitan Toronto Boards of  
 Education and Teachers Disputes  
 Act, 1976 (Education)  
 Migratory Birds Convention Act  
 (Natural Resources)  
 Milk Act (Agriculture & Food)  
 Min of Transp & Comm Creditors  
 Payment Act, 1975 (Transportation &  
 Communications)  
 Mineral Emblem Act, 1975 (Natural  
 Resources)  
 Mining Act (Labour)  
 Mining Act (Natural Resources)  
 Mining Tax Act, 1972 (Natural  
 Resources)  
 Ministry of Agriculture and Food Act  
 (Agriculture & Food)  
 Ministry of Colleges and Universities  
 Act, 1971 (Colleges & Universities)  
 Ministry of Community and Social  
 Services Act (Community & Social  
 Serv)  
 Ministry of Consumer and Commercial  
 Relations Act (Consumer &  
 Commercial Relations)  
 Ministry of Correctional Services Act,  
 1978 (Correctional Services)  
 Ministry of Culture and Recreation Act,  
 1974 (Culture & Recreation)  
 Ministry of Energy Act, 1973 (Energy)  
 Ministry of Government Services Act,  
 1973 (Gov't Services)  
 Ministry of Health Act, 1972 (Health)  
 Ministry of Housing Act, 1973  
 (Housing)  
 Ministry of Industry and Tourism Act,  
 1972 (Industry & Tourism)

Ministry of Intergovernmental Affairs  
 Act, 1978 (Intergovernmental Affairs)  
 Ministry of Labour Act (Labour)  
 Ministry of Natural Resources Act, 1972  
 (Natural Resources)  
 Ministry of Northern Affairs Act, 1977  
 (Northern Affairs)  
 Ministry of the Attorney General Act  
 (Attorney General)  
 Ministry of the Environment Act  
 (Environment)  
 Ministry of the Solicitor General Act,  
 1972 (Solicitor General)  
 Ministry of Transportation and  
 Communications Act, 1971  
 (Transportation & Communications)  
 Ministry of Treasury and Economics  
 Act, 1978 (Treasury & Economics)  
 Minors' Protection Act (Attorney  
 General)  
 Moosonee Development Area Board  
 Act (Intergovernmental Affairs)  
 Mortgage Brokers Act (Consumer &  
 Commercial Relations)  
 Mortgages Act (Attorney General)  
 Mortmain and Charitable Uses Act  
 (Consumer & Commercial Relations)  
 Motor Vehicle Accident Claims Act  
 (Consumer & Commercial Relations)  
 Motor Vehicle Dealers Act (Consumer  
 & Commercial Relations)  
 Motorized Snow Vehicles Act, 1974  
 (Transportation & Communications)  
 Municipal Act (Intergovernmental  
 Affairs)  
 Municipal Affairs Act  
 (Intergovernmental Affairs)  
 Municipal and School Tax Credit  
 Assistance Act (Intergovernmental  
 Affairs)  
 Municipal Arbitrations Act  
 (Intergovernmental Affairs)  
 Municipal Conflict of Interest Act, 1972  
 (Attorney General)

- Municipal Corporations Quieting Orders Act (Intergovernmental Affairs)
- Municipal Elderly Residents' Assistance Act, 1973 (Intergovernmental Affairs)
- Municipal Elections Act, 1977 (Intergovernmental Affairs)
- Municipal Electric Railways Act (Transportation & Communications)
- Municipal Franchises Act (Intergovernmental Affairs)
- Municipal Health Services Act (Health)
- Municipal Subsidies Adjustment Repeal Act, 1976 (Intergovernmental Affairs)
- Municipal Tax Assistance Act (Intergovernmental Affairs)
- Municipal Unemployment Relief Act, 1971 (Intergovernmental Affairs)
- Municipal Works Assistance Act (Intergovernmental Affairs)
- Municipality of Metropolitan Toronto Act (Intergovernmental Affairs)
- Municipality of Shuniah Act, 1936 (Intergovernmental Affairs)
- Muskoka & Parry Sound Tel Co. Ltd Acquisition Act, 1978 (Transportation & Communications)
- National Radio Observatory Act (Natural Resources)
- National Radio Observatory Act, 1962-63 (Natural Resources)
- Negligence Act (Attorney General)
- Niagara Escarpment Planning & Development Act, 1973 (Sec'y for Resources Development)
- Niagara Parks Act (Natural Resources)
- North Georgian Bay Recreational Reserve Act, 1962-63 (Natural Resources)
- North Pickering Development Corporation Act, 1974 (Housing)
- Notaries Act (Attorney General)
- Nursing Homes Act, 1972 (Health)
- Occupational Health and Safety Act, 1978 (Labour)
- Official Notices Publication Act (Gov't Services)
- Oleomargarine Act (Agriculture & Food)
- Ombudsman Act, 1975 (Assembly Office)
- One Day's Rest in Seven Act (Labour)
- Ontario Agricultural Museum Act, 1975 (Agriculture & Food)
- Ontario College of Art Act, 1968-69 (Colleges & Universities)
- Ontario Credit Union League Limited Act, 1972 (Consumer & Commercial Relations)
- Ontario Deposit Insurance Corporation Act (Consumer & Commercial Relations)
- Ontario Economic Council Act (Treasury & Economics)
- Ontario Education Capital Aid Corporation Act (Treasury & Economics)
- Ontario Educational Communications Authority Act (Culture & Recreation)
- Ontario Energy Board Act (Energy)
- Ontario Energy Corporation Act, 1974 (Energy)
- Ontario Food Terminal Act (Agriculture & Food)
- Ontario Geographic Names Board Act (Natural Resources)
- Ontario Guaranteed Annual Income Act, 1974 (Treasury & Economics)
- Ontario Harbours Agreement Act, 1962-63 (Natural Resources)
- Ontario Heritage Act, 1974 (Culture & Recreation)
- Ontario Highway Transport Board Act (Transportation & Communications)
- Ontario Housing Corporation Act (Housing)
- Ontario Human Rights Code (Labour)
- Ontario Institute for Studies in Education Act (Education)
- Ontario Labour-Management Arbitration Commission Act (Labour)

- Ontario Land Corporation Act, 1974  
(Housing)
- Ontario Law Reform Commission Act  
(Attorney General)
- Ontario Loan Act (Treasury &  
Economics)
- Ontario Lottery Corporation Act, 1974  
(Culture & Recreation)
- Ontario Mental Health Foundation Act  
(Health)
- Ontario Municipal Board Act (Attorney  
General)
- Ontario Municipal Employees  
Retirement System Act (Treasury &  
Economics)
- Ontario Municipal Improvement  
Corporation Act (Treasury &  
Economics)
- Ontario New Home Warranties Plan  
Act, 1976 (Consumer & Commercial  
Relations)
- Ontario Northland Transportation  
Commission Act (Northern Affairs)
- Ontario Place Corporation Act, 1972  
(Industry & Tourism)
- Ontario Planning and Development Act,  
1973 (Treasury & Economics)
- Ontario School Trustees' Council Act,  
1978 (Education)
- Ontario Society for the Prevention of  
Cruelty to Animals Act, 1955  
(Solicitor General)
- Ontario Telephone Development  
Corporation Act (Transportation &  
Communications)
- Ontario Transportation Development  
Corp. Act, 1973 (Transportation &  
Communications)
- Ontario Unconditional Grants Act, 1975  
(Intergovernmental Affairs)
- Ontario Universities Capital Aid  
Corporation Act (Treasury &  
Economics)
- Ontario Water Resources Act  
(Environment)
- Ontario Youth Employment Act, 1977  
(Treasury & Economics)
- Operating Engineers Act (Consumers &  
Commercial Relations)
- Ophthalmic Dispensers Act (Health)
- Osgoode Hall Law School Scholarships  
Act, 1968-69 (Colleges & Universities)
- Ottawa River Water Powers Act  
(Natural Resources)
- Ottawa-Carleton Amalgamations and  
Elections Act, 1973  
(Intergovernmental Affairs)
- Oxford Municipal Hydro-Electric  
Service Act, 1977 (Energy)
- Paperback and Periodical Distributors  
Act, 1971 (Consumers & Commercial  
Relations)
- Parks Assistance Act (Natural  
Resources)
- Parkway Belt Planning and  
Development Act, 1973 (Treasury &  
Economics)
- Partition Act (Attorney General)
- Partnerships Act (Attorney General)
- Partnerships Registration Act  
(Consumer & Commercial Relations)
- Pawnbrokers Act (Attorney General)
- Peel Municipal Hydro-Electric Service  
Act, 1977 (Energy)
- Pension Benefits Act (Consumer &  
Commercial Relations)
- Perpetuities Act (Attorney General)
- Personal Property Security Act  
(Consumer & Commercial Relations)
- Pesticides Act, 1973 (Environment)
- Petroleum Products Price Freeze Act,  
1975 (Consumer & Commercial  
Relations)
- Petroleum Resources Act, 1971 (Natural  
Resources)
- Petty Trespass Act (Attorney General)
- Pits and Quarries Control Act, 1971  
(Natural Resources)
- Planning Act (Housing)
- Plant Diseases Act (Agriculture & Food)
- Police Act (Solicitor General)

Policy and Priorities Board of Cabinet Act, 1971 (Premier's Office)  
 Pounds Act (Agriculture & Food)  
 Power Corporation Act (Energy)  
 Power Corporation Insurance Act (Energy)  
 Powers of Attorney Act (Attorney General)  
 Prearranged Funeral Services Act (Consumer & Commercial Relations)  
 Prepaid Hospital and Medical Services Act (Consumer & Commercial Relations)  
 Private Hospitals Act (Health)  
 Private Investigators and Security Guards Act (Solicitor General)  
 Private Sanitaria Act (Health)  
 Private Vocational Schools Act, 1974 (Colleges & Universities)  
 Proceedings Against the Crown Act (Attorney General)  
 Professional Engineers Act (Attorney General)  
 Property and Civil Rights Act (Attorney General)  
 Protection of Cattle Act (Agriculture & Food)  
 Provincial Auctioneers Act (Agriculture & Food)  
 Provincial Courts Act (Community & Social Serv)  
 Provincial Courts Act (Part) (Attorney General)  
 Provincial Parks Act (Natural Resources)  
 Provincial Parks Municipal Tax Assistance Act, 1974 (Intergovernmental Affairs)  
 Provincial Schools Negotiations Act, 1975 (Education)  
 Psychologists Registration Act (Health)  
 Public Accountancy Act (Attorney General)  
 Public Authorities Protection Act (Attorney General)

Public Commercial Vehicles Act (Transportation & Communications)  
 Public Halls Act (Attorney General)  
 Public Health Act (Health)  
 Public Hospitals Act (Health)  
 Public Inquiries Act, 1971 (Attorney General)  
 Public Institutions Inspection Act, 1974 (Attorney General)  
 Public Lands Act (Natural Resources)  
 Public Libraries Act (Culture & Recreation)  
 Public Officers Act (Attorney General)  
 Public Officers' Fees Act (Attorney General)  
 Public Parks Act (Intergovernmental Affairs)  
 Public Service Act, 1970 (Management Board)  
 Public Service Superannuation Act (Gov't Services)  
 Public Service Works on Highways Act (Transportation & Communications)  
 Public Transportation & Highway Improvement Act (Transportation & Communications)  
 Public Trustee Act (Attorney General)  
 Public Utilities Act (Intergovernmental Affairs)  
 Public Utilities Corporations Act (Intergovernmental Affairs)  
 Public Vehicles Act (Transportation & Communications)  
 Public Works Protection Act (Solicitor General)  
 Pyramidic Sales Act, 1972 (Consumer & Commercial Relations)  
 Pyramidic Sales Repeal Act, 1978 (Consumer & Commercial Relations)  
 Quieting Titles Act (Attorney General)  
 Racing Commission Act (Consumer & Commercial Relations)  
 Radiological Technicians Act (Health)  
 Railways Act (Transportation & Communications)

Real Estate and Business Brokers Act  
 (Consumer & Commercial Relations)  
 Reciprocal Enforcement of Judgments  
 Act (Attorney General)  
 Reciprocal Enforcement of  
 Maintenance Orders Act (Attorney  
 General)  
 Regional Municipality of Durham Act,  
 1973 (Intergovernmental Affairs)  
 Regional Municipality of Haldimand-  
 Norfolk Act, 1973 (Intergovernmental  
 Affairs)  
 Regional Municipality of Halton Act,  
 1973 (Intergovernmental Affairs)  
 Regional Municipality of Hamilton-  
 Wentworth Act, 1973  
 (Intergovernmental Affairs)  
 Regional Municipality of Niagara Act  
 (Intergovernmental Affairs)  
 Regional Municipality of Ottawa-  
 Carleton Act (Intergovernmental  
 Affairs)  
 Regional Municipality of Sudbury Act,  
 1972 (Intergovernmental Affairs)  
 Regional Municipality of Waterloo Act,  
 1972 (Intergovernmental Affairs)  
 Regional Municipality of York Act  
 (Intergovernmental Affairs)  
 Regional Municipality Peel Act, 1973  
 (Intergovernmental Affairs)  
 Registry Act (Consumer & Commercial  
 Relations)  
 Regulations Act (Attorney General)  
 Religious Institutions Act (Attorney  
 General)  
 Replevin Act (Attorney General)  
 Representation Act (Premier's Office)  
 Research Foundation Act, 1944  
 (Industry & Tourism)  
 Residential Premises Rent Review Act,  
 1975 (Consumer & Commercial  
 Relations)  
 Residential Tenancies Act (Consumer &  
 Commercial Relations)

Riding Horse Establishments Act, 1972  
 (Agriculture & Food)  
 Rights of Labour Act (Labour)  
 Road Access Act, 1978  
 (Intergovernmental Affairs)  
 Royal Botanical Gardens Act, 1941  
 (Culture & Recreation)  
 Royal Ontario Museum Act (Culture &  
 Recreation)  
 Rural Housing Assistance Act  
 (Housing)  
 Rural Hydro-Electric Distribution Act  
 (Energy)  
 Rural Power District Loans Act  
 (Energy)  
 Ryerson Polytechnical Institute Act,  
 1977 (Colleges & Universities)  
 Sale of Goods Act (Attorney General)  
 Sanatoria for Consumptives Act  
 (Health)  
 Sault Ste Marie Board of Education and  
 Teachers Dispute Act, 1976  
 (Education)  
 School Boards and Teachers Collective  
 Negotiations Act, 1975 (Education)  
 School Trust Conveyances Act  
 (Education)  
 Securities Act, 1978 (Consumer &  
 Commercial Relations)  
 Seed Potatoes Act (Agriculture & Food)  
 Seine River Diversion Act (Natural  
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 Settled Estates Act (Attorney General)  
 Settlers' Pulpwood Protection Act  
 (Natural Resources)  
 Sheridan Park Corporation Act  
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 Sherrifs Act (Attorney General)  
 Shoreline Property Assistance Act, 1973  
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 Short Forms of Conveyances Act  
 (Attorney General)  
 Short Forms of Leases Act (Attorney  
 General)

- Silicosis Act (Labour)  
 Simcoe (John Graves) Memorial  
     Foundation Act, 1965 (Culture &  
     Recreation)  
 Small Claims Courts Act (Attorney  
     General)  
 Snow Roads and Fences Act  
     (Intergovernmental Affairs)  
 Soldiers' Aid Commission Act  
     (Community & Social Serv)  
 Solicitors Act (Attorney General)  
 St. Clair Parkway Commission Act, 1966  
     (Natural Resources)  
 St. Lawrence Parks Commission Act  
     (Natural Resources)  
 Statistics Act (Treasury & Economics)  
 Statute Labour Act (Intergovernmental  
     Affairs)  
 Statute Labour Act (Part)  
     (Transportation & Communications)  
 Statute of Frauds (Attorney General)  
 Statutes Act (Attorney General)  
 Statutory Powers Procedure Act, 1971  
     (Attorney General)  
 Steep Rock Iron Ore Development Act  
     (Natural Resources)  
 Stock Yards Act (Agriculture & Food)  
 Succession Law Reform Act, 1977  
     (Attorney General)  
 Successor Rights (Crown Transfers) Act,  
     1977 (Management Board)  
 Summary Convictions Act (Attorney  
     General)  
 Sunnybrook Hospital Act, 1966  
     (Colleges & Universities)  
 Superannuation Adjustment Benefits  
     Act, 1975 (Management Board)  
 Supply Act (Treasury & Economics)  
 Surrogate Courts Act (Attorney  
     General)  
 Surveyors Act (Natural Resources)  
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 Tax Sales Confirmation Act, 1974  
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 Teachers' Superannuation Act  
     (Education)  
 Teaching Profession Act (Education)  
 Telephone Act (Transportation &  
     Communications)  
 Territorial Division Act  
     (Intergovernmental Affairs)  
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     Relations)  
 Ticket Speculation Act (Attorney  
     General)  
 Tile Drainage Act, 1971 (Agriculture &  
     Food)  
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 Toll Bridges Act (Transportation &  
     Communications)  
 Topsoil Preservation Act, 1977  
     (Agriculture & Food)  
 Toronto Area Transit Operating  
     Authority Act, 1974 (Transportation  
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 Toronto Stock Exchange Act  
     (Consumer & Commercial Relations)  
 Tourism Act (Industry & Tourism)  
 Town of Wasaga Beach Act, 1973  
     (Intergovernmental Affairs)  
 Township of North Plantagenet Act,  
     1976 (Intergovernmental Affairs)  
 Township of Pelee Act, 1978  
     (Transportation & Communications)  
 Training Schools Act (Community &  
     Social Serv)  
 Travel Industry Act, 1974 (Consumer &  
     Commercial Relations)  
 Trees Act (Natural Resources)  
 Trent University Act, 1962-63 (Colleges  
     & Universities)  
 Trustee Act (Attorney General)  
 Unclaimed Articles Act (Consumer &  
     Commercial Relations)  
 Unconscionable Transactions Relief Act  
     (Attorney General)  
 Unified Family Court Act, 1976  
     (Attorney General)  
 Unified Family Court Act, 1976  
     (Community & Social Serv)  
 University Expropriation Powers Act  
     (Attorney General)

- University Expropriation Powers Act  
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- University of Guelph Act, 1964  
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- University of Ottawa Act, 1965  
(Colleges & Universities)
- University of Toronto Act, 1971  
(Colleges & Universities)
- University of Waterloo Act, 1972  
(Colleges & Universities)
- University of Western Ontario Act, 1976  
(Colleges & Universities)
- University of Windsor Act, 1962-63  
(Colleges & Universities)
- Upholstered and Stuffed Articles Act  
(Consumer & Commercial Relations)
- Vacant Land Cultivation Act  
(Intergovernmental Affairs)
- Variation of Trusts Act (Attorney  
General)
- Vendors and Purchasers Act (Attorney  
General)
- Venereal Diseases Prevention Act  
(Health)
- Venture Investment Corporations  
Registration Act, 1977 (Consumer &  
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- Venture Investment Corporations  
Registration Act, 1977 (Treasury &  
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- Veterinarians Act (Agriculture & Food)
- Vexations Proceedings Act (Attorney  
General)
- Vicious Dogs Act (Attorney General)
- Village of Point Edward Act, 1972  
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- Vital Statistics Act (Consumer &  
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- Vocational Rehabilitation Services Act  
(Community & Social Serv)
- Wages Act (Attorney General)
- War Veterans Burial Act (Health)
- Warble Fly Control Act (Agriculture &  
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- Warehouse Receipts Act (Attorney  
General)
- Warehousemen's Lien Act (Attorney  
General)
- Waterloo Electrical Service Areas Act,  
1977 (Energy)
- Weed Control Act (Agriculture & Food)
- Welfare Units Act (Community &  
Social Serv)
- Wharfs and Harbours Act  
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- Wharfs and Harbours Act  
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- Wild Rice Harvesting Act (Natural  
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- Wilderness Areas Act (Natural  
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- Wilfrid Laurier University Act, 1973  
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- Windsor Board of Education and  
Teachers Dispute Act, 1976  
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- Wine Content Act, 1976 (Consumer &  
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- Woodlands Improvement Act (Natural  
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- Woodmen's Employment Act (Natural  
Resources)
- Woodmen's Lien for Wages Act  
(Natural Resources)
- Wool Marketing Act, 1974 (Agriculture  
& Food)
- Workmen's Compensation Act (Labour)
- Workmen's Compensation Insurance  
Act (Labour)
- York County Board of Education  
Teachers Dispute Act, 1974  
(Education)
- York University Act, 1965 (Colleges &  
Universities)

## Mailing Addresses of Ministries in Metro Toronto

Unless otherwise indicated, address mail as follows:

Branch or Agency Name  
Ministry  
Queen's Park, Toronto, Postal Code

Use postal code with Ministry name for branches and agencies not specified.

**Office of the Lieutenant Governor of Ontario M7A 1A1**

**Office of the Premier of Ontario M7A 1A1**

**Legislative Building M7A 1A2**  
Provincial Secretariat for Justice M7A 1A2

Provincial Secretariat for Social Development M7A 1A2  
Provincial Secretariat for Resources Development M7A 1A2

**Management Board of Cabinet M7A 1Z6**

**Civil Service Commission M7A 1Z5**

**Civil Service Credit Union M7A 1A2**

**Ministry of Agriculture & Food M7A 2B2**  
Accounts Branch M7A 2A3  
Crop Insurance Commission M7A 1B7  
Economics Branch M7A 1B6  
Extension Branch M7A 1B2  
Home Economics Branch M7A 1B5  
Information Branch M7A 1A5  
Livestock Branch M7A 1B4  
Market Situation and Outlook Unit M7A 1A6  
Milk Industry Branch M7A 1A7

Minister and Senior Executives M7A 1A3

Personnel Branch M7A 1A4  
Rural Development Branch & Agricultural Manpower Services M7A 1B1

Veterinary Services Branch M7A 1B3

**Ministry of the Attorney General (18 King St. E.) M5C 1C5**

**Ministry of Colleges & Universities M7A 1B8**

College Affairs Branch M7A 1C9  
Manpower Training Branch M7A 2B5  
Program Resources M7A 1C6  
Student Awards Branch M7A 2B4

**Ministry of Community and Social Services M7A 1E9**

Accounts Branch M7A 2B6  
Children's Services M7A 1H2  
Municipal Welfare Secretariat M7A 1G8

Provincial Benefits Branch M7A 1G1  
Rehabilitation Bureau M7A 1G6  
Senior Citizens M7A 1G7

**Ministry of Consumer and Commercial Relations (555 Yonge Street) M7A 2H6**

Administrative Services Br. (10 Wellesley St. E.) M7A 2H8  
Energy Safety Br. (400 University Avenue) M7A 2J1  
Finance & Program Evaluation Br. (10 Wellesley St. E.) M7A 2J3  
Motor Vehicle Accident Claims Branch (555 Yonge St.) M7A 2J4  
Ontario Securities Commission (10 Wellesley St. E.) M7A 2H7  
Personal Property Registration Branch (543 Yonge St.) M7A 2J5

Pressure Vessels Br. (400 University Ave.) M7A 2H9  
 Program Services Division (555 Yonge St.) M7A 2J6  
 Property Law Branch (543 Yonge St.) M7A 2J7  
 Property Rights Division (543 Yonge St.) M7A 2J8  
 Regional Property Registration (543 Yonge St.) M7A 2J2  
 Office of the Registrar General (Macdonald Block) M7A 1Y5  
 Technical Standards Division (400 University Ave.) M7A 2J9  
 Ontario Racing Commission (10 Wellesley St. E.) M7A 2K1  
 Pension Commission of Ontario (10 Wellesley St. E.) M7A 2K2

**Ministry of Correctional Services**  
 2001 Eglinton Ave. E. Scarborough) M1L 4P1

**Ministry of Culture & Recreation**  
 M7A 2R9

**Ministry of Education** M7A 1L2

**Ministry of Energy** M7A 2B7  
 Ontario Energy Board (14 Carlton St.) M5B 1J2

**Ministry of the Environment**  
 135 St. Clair Ave. W.) M4V 1P5

**Ministry of Government Services**  
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 Employee Benefits Branch M7A 1R1  
 Finance Branch M7A 1P8  
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 Government Stationery Service M7A 2G4  
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 Human Resources Branch M7A 1S5  
 Inspection Branch M7A 2C3  
 Legal Branch M7A 1S3  
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 Purchasing Office M7A 2C5

**Ministry of Housing**

Ontario Mortgage Corporation (60 Bloor W.) M4W 3B8  
 Community Planning branches and other Ministry offices at 60 Bloor W. M4W 3K7  
 Ontario Housing Corporation (101 Bloor W.) M5S 1P8  
 Community Housing Division and other Ministry offices at 101 Bloor W. M5S 1P8  
 Minister's Office and other Ministry Offices at Hearst Block, Queen's Park M7A 2K5  
 Plans Administration Div., Communications Br. and other Ministry offices at 56 Wellesley W. M7A 2K4

**Ministry of Industry & Tourism**

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 Administration Division and Executive Offices M7A 2E2  
 Communications Division M7A 2E3  
 Division of Industry & Trade M7A 2E4  
 Division of Tourism M7A 2E5  
 Ontario Development Corp. M7A 2E7  
 Policy & Priorities Division M7A 2E6  
 Small Business Operations Div. M7A 2E8

**Ministry of Intergovernmental Affairs**  
M5C 1C5

**Ministry of Labour** M7A 1T7  
Employment Standards Branch M7A  
1V2  
Ontario Labour Relations Board M7A  
1V2  
Workmen's Compensation Board (2  
Bloor St. E.) M4W 3C3

**Ministry of Natural Resources**  
M7A 1W3

**Ministry of Northern Affairs**  
(10 Wellesley St. E.) M4Y 1G2

**Ministry of Revenue** M7A 1X8  
Corporation Tax Branch M7A 1Y1  
G.A.I.N.S. Programme M7A 2B3  
Gasoline Tax Branch M7A 1Y3  
Ontario Tax Credits – Accounts  
Enquiries M7A 2G2  
Ontario Tax Credits – Home Buyers  
Grants Claims Forms M7A 2C9  
Ontario Tax Credits – Correspondence  
M7A 2G1  
Province of Ontario Saving Office,  
Queen's Park Br. M7A 2A9  
Retail Sales Tax Branch M7A 1X9  
Succession Duty Branch M7A 1Y2

**Ministry of the Solicitor General**  
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**Ministry of Transportation &  
Communications** M7A 1Z8  
Downsview Offices, 1201 Wilson Ave.,  
Downsview M3M 1J8  
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M7A 2H5  
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Motor Vehicle Licensing Section –  
Vehicle Files M7A 2A2  
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St. W.) M5S 2S3

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